



User's Guide

Safety and Legal

Basic User's Guide

Advanced User's Guide

Safety and Legal

MFC-J220/J265W/J415W/J615W/J630W

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel, on the computer screen.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
Courier New	Text in Courier New font identifies messages on the LCD of the machine.



WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.



CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.



IMPORTANT

IMPORTANT indicates a potentially hazardous situation which may result in property-damage-only accidents or loss of product function.



Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.



Electrical Hazard icons alert you to possible electrical shock.



Improper Setup icons alert you to devices and operations that are not compatible with the machine.

Follow all warnings and instructions marked on the product.

Read all of instructions. Save them for later reference.

Please keep the instructions for later reference and read them before attempting any maintenance. If you do not follow these safety instructions, there is a possibility of a fire, electrical shock, burn or suffocation.



Note

The illustrations in this guide show the MFC-J615W.

To use the machine safely

Please keep these instructions for later reference and read them before attempting any maintenance.

⚠ WARNING



DO NOT place the machine near heaters, air conditioners, water, chemicals or devices that contain magnets or generate magnetic fields.



Plastic bags are used in the packing of your machine. To avoid the danger of suffocation, keep these bags away from babies and children.



DO NOT use flammable substances, any type of spray, or an organic solvent/liquid that contains alcohol or ammonia to clean the inside or outside of the machine. Refer to Routine maintenance on the instructions for how to clean the machine.



Never push objects of any kind into this product through cabinet slots, since they may touch dangerous voltage points or short out parts resulting in the risk of fire or electric shock. If metal objects, water or other liquids get inside the machine, immediately unplug the machine from the AC power outlet. Call Brother Customer Service.



Never touch telephone wires or terminals that are not insulated unless the telephone line has been unplugged at the wall jack. Never install telephone wiring during a lightning storm. Never install a telephone wall jack in a wet location. (MFC only)

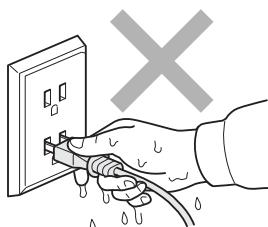
DO NOT connect it to a DC power source or inverter. If you are not sure, contact a qualified electrician.

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock and injury to people, including the following:

1 

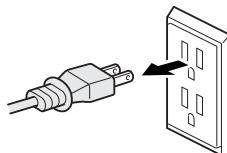
To reduce the risk of fire, electrical shock and injury to people;

- DO NOT handle the plug with wet hands. Doing this might cause an electrical shock.



Always make sure the plug is fully inserted.

- There are high voltage electrodes inside the machine. Before you clean the inside of the machine, make sure you have unplugged the telephone line cord first (MFC only) and then the power cord from the AC power outlet. Doing this will prevent an electrical shock.



2 Never spill liquid of any kind on the product. DO NOT attempt to service this product yourself because opening or removing covers may expose you to dangerous voltage points and other risks and may void your warranty. Refer all servicing to a Brother Authorized Service Center. For the location of your nearest Brother Authorized Service Center, please call:

In USA: 1-877-BROTHER (1-877-276-8437)

In Canada: 1-877-BROTHER

3 Never install telephone wiring during a lightning storm. Never install a telephone wall socket in a wet location. (MFC only)

4 Unplug this product from the power outlet and refer all servicing to Brother Authorized Service Personnel under the following conditions:

- When the power cord is damaged or frayed.
- If liquid has been spilled into the product.
- If the product has been exposed to rain or water.

5 If an extension cord is used with this product, make sure that the total ampere ratings on the products plugged into the extension cord DO NOT exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the AC power outlet does not exceed 15 amperes (USA only). (MFC only)

The fact that the equipment operates satisfactorily does not imply that the power is grounded and that the installation is completely safe. For your safety, if in any doubt about the effective grounding of the power, consult a qualified electrician.

Never spill liquid of any kind and put metal objects on the plug and/or AC adaptor.

⚠ CAUTION

Choosing a location

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk. Put the machine near a telephone wall jack and a standard AC power outlet. Choose a location where the temperature remains between 50 °F and 95 °F (10 °C and 35 °C).

Put your machine on a flat, stable surface that is free of vibration and shocks, such as a desk.

Make sure cables leading to the machine do not constitute a trip hazard.

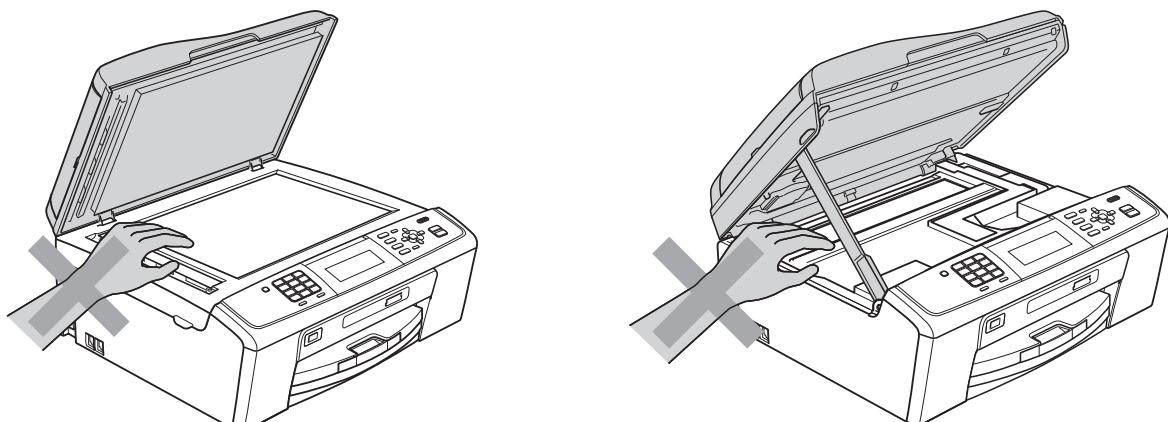
DO NOT expose the machine to direct sunlight, excessive heat, open flames, salty or corrosive gasses, moisture or dust.

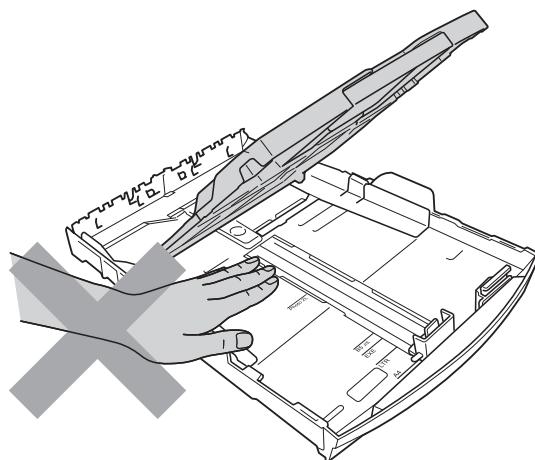
DO NOT sit on the machine.

Avoid placing your machine on a carpet.

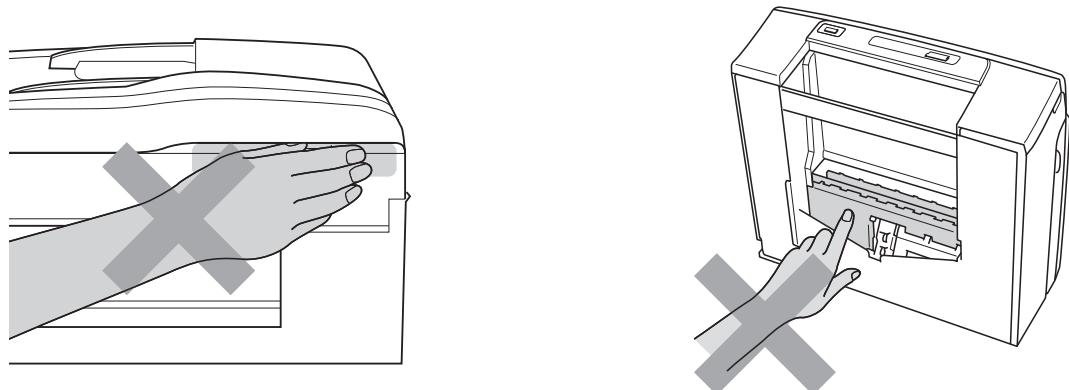
If the machine becomes hot, releases smoke, or generates any strong smells, immediately unplug the machine from the AC power outlet. Call Brother Customer Service.

DO NOT put your hands on the edge of the machine. Doing this may cause injury.

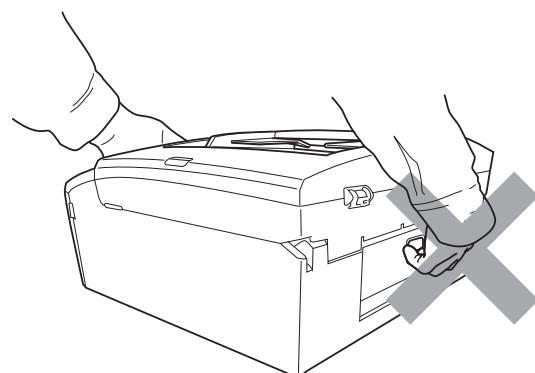




DO NOT touch the area shaded in the illustration. Doing this may cause injury.



DO NOT carry the machine by holding the scanner cover or the Jam Clear Cover.



Slots and openings in the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. The openings should never be blocked by placing the product on a bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heater. This product should never be placed in a built-in installation unless adequate ventilation is provided.

If the product has been dropped or the cabinet has been damaged, unplug this product from the power outlet and refer all servicing to Brother Authorized Service Personnel.

! IMPORTANT

- Disruption of power can wipe out information in the machine's memory.
- DO NOT put objects on top of the machine.
- DO NOT tip the machine, or place it on any tilted surface. Doing this may cause ink spillage and internal damage to your machine.
- If the product does not operate normally when the operating instructions are followed, adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
- If the product exhibits a distinct change in performance, indicating a need for service.
- Use of controls, adjustments or performance of procedures other than those specified in User's Guide may result in hazardous invisible radiation exposure.



Note

- DO NOT connect your machine to an AC power outlet on the same circuit as large appliances or other equipment that might disrupt the power supply.
 - DO NOT connect your machine to an AC power outlet controlled by wall switches or automatic timers.
 - Avoid interference sources, such as speakers or the base units of non-Brother cordless telephones.
 - DO NOT place anything in front of the machine that will block received faxes. DO NOT place anything in the path of received faxes. (MFC only)
 - Wait until pages have exited the machine before picking them up.
 - The power cord, including extensions, should be no longer than 16.5 feet (5 meters). DO NOT share the same power circuit with other high powered appliances, such as an air conditioner, copier, shredder, and so on. If you cannot avoid using the printer with these appliances, we recommend that you use a voltage transformer or a high-frequency noise filter. Use a voltage regulator if the power source is not stable.
 - To protect your product against power surges, we recommend the use of a power protection device (Surge Protector).
-

Standard telephone and FCC notices (These notices are in effect on models sold and used in the United States only.) (MFC only)

When programming emergency numbers or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- Perform these activities in the off-peak hours, such as early morning or late evening.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the backside of this equipment is a label that contains, among other information, a product identifier in the format US: AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

You may safely connect this equipment to the telephone line by means of a standard modular jack, USOC RJ11C.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 06 is a REN of 0.6). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact Brother Customer Service. (See *Brother numbers* in the *Basic User's Guide*.) If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, call your telephone company or a qualified installer.

If you are not able to solve a problem with your machine, call Brother Customer Service. (See *Brother numbers* in the *Basic User's Guide*.)

Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.

This machine has been certified to comply with FCC standards, which are applied to the USA only.

Federal Communications Commission (FCC) Declaration of Conformity (USA only)

Responsible Party: Brother International Corporation
100 Somerset Corporate Boulevard
Bridgewater, NJ 08807-0911 USA
TEL: (908) 704-1700

declares, that the products

Product Name: MFC-J220, MFC-J265W, MFC-J415W, MFC-J615W and MFC-J630W

comply with Part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Call the dealer or an experienced radio/TV technician for help.
- This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. (MFC-J265W, MFC-J415W, MFC-J615W and MFC-J630W only)

Industry Canada Compliance Statement (Canada only)

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Operation is subject to the following two conditions:

(1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of this device.

L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes:

(1) il ne doit pas produire de brouillage et (2) l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

EQUIPMENT ATTACHMENT LIMITATIONS (Canada only)

NOTICE

This product meets the applicable Industry Canada technical specifications.

NOTICE

The Ringer Equivalence Number is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

International ENERGY STAR® Qualification Statement

The purpose of the International ENERGY STAR® Program is to promote the development and popularization of energy-efficient office equipment.

As an ENERGY STAR® Partner, Brother Industries, Ltd. has determined that this product meets the ENERGY STAR® specifications for energy efficiency.



Regulatory Notices

⚠ WARNING

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electrical shock and injury to people, including the following:

- 1 DO NOT use this product near water, for example, near a bath tub, wash bowl, kitchen sink or washing machine, in a wet basement or near a swimming pool.
- 2 Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- 3 DO NOT use this product to report a gas leak in the vicinity of the leak. (MFC only)
- 4  To reduce the risk of fire, electrical shock and injury to people;
 - DO NOT use the machine if the power cord is frayed or damaged, doing so may cause a fire.
 - DO NOT allow anything to rest on the power cord.
 - DO NOT place this product where people can walk on the cord.
 - DO NOT pull on the middle of the AC power cord. Doing this might cause an electrical shock.
 - Use only a No. 26 AWG or larger telecommunication line cord. (MFC only)

For protection against the risk of electrical shock, always disconnect all cables from the wall outlet before servicing, modifying or installing the equipment. (FCC Part68)

⚠ CAUTION

This product must be installed near an electrical socket that is easily accessible. In case of an emergency, you must unplug the power cord from the electrical socket to shut off the power completely. (IEC)

! IMPORTANT

- **LAN connection (MFC-J615W and MFC-J630W only)**
DO NOT connect this product to a LAN connection that is subject to over-voltages. (IEC)
- This equipment may not be used on coin service lines provided by the telephone company or connected to party lines. (FCC Part68)

 **Note**

- Brother cannot accept any financial or other responsibilities that may be the result of your use of this information, including direct, special or consequential damages. There are no warranties extended or granted by this document.
 - Changes or modifications not expressly approved by Brother Industries, Ltd. could void the user's authority to operate the equipment. (FCC Part15)
-

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- Money
- Bonds or other certificates of indebtedness
- Certificates of Deposit
- Internal Revenue Stamps (canceled or uncanceled)
- Selective Service or draft papers
- Passports
- United States/Canadian Postage Stamps (canceled or uncanceled)
- Food Stamps
- Immigration Papers
- Checks or drafts drawn by Governmental agencies
- Identifying badges or insignias

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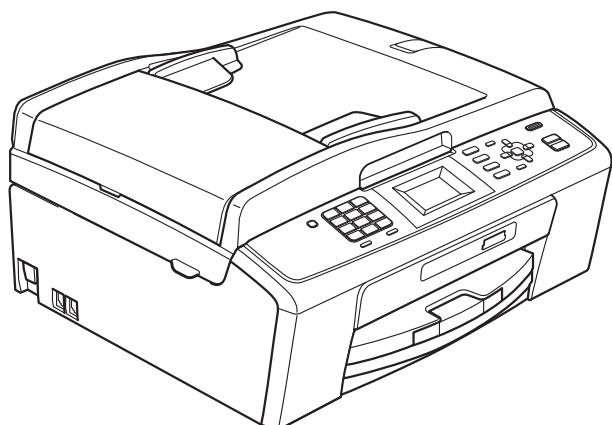
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BASIC USER'S GUIDE



**MFC-J220
MFC-J265W
MFC-J410W**

Version 0

USA-ENG

If you need to call Customer Service

Please complete the following information for future reference:

**Model Number: MFC-J220, MFC-J265W and MFC-J410W
(Circle your model number)**

Serial Number: ¹ _____

Date of Purchase: _____

Place of Purchase: _____

¹ The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

<http://www.brother.com/registration/>

By registering your product with Brother, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

The most convenient and efficient way to register your new product is on-line at <http://www.brother.com/registration/>

Brother numbers

! IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

Register your product

By registering your product with Brother International Corporation, you will be recorded as the original owner of the product. Your registration with Brother:

- may serve as confirmation of the purchase date of your product should you lose your receipt;
- may support an insurance claim by you in the event of product loss covered by insurance; and,
- will help us notify you of enhancements to your product and special offers.

Please complete and fax the Brother Warranty Registration And Test Sheet or, for your convenience and most efficient way to register your new product, register on-line at

<http://www.brother.com/registration/>

FAQs (frequently asked questions)

The Brother Solutions Center is our one-stop resource for all your Fax Machine/Multi-Function Center needs. You can download the latest software documents and utilities, read FAQs and troubleshooting tips, and learn how to get the most from your Brother product.

<http://solutions.brother.com/>



Note

- You can check here for Brother driver updates.
- To keep your machine performance up to date, check here for the latest firmware upgrade.

For Customer Service

In USA: 1-877-BROTHER (1-877-276-8437)
1-901-379-1215 (fax)

In Canada: 1-877-BROTHER
(514) 685-4898 (fax)

Service Center Locator (USA only)

For the location of a Brother authorized service center, call 1-877-BROTHER (1-877-276-8437).

Service Center Locations (Canada only)

For the location of a Brother authorized service center, call 1-877-BROTHER.

Ordering accessories and supplies

For best quality results use only genuine Brother accessories, which are available at most Brother retailers. If you cannot find the accessory you need and you have a Visa, MasterCard, Discover, or American Express credit card, you can order accessories directly from Brother. (You can visit us online for a complete selection of the Brother accessories and supplies that are available for purchase.)



Note

In Canada only Visa and MasterCard are accepted.

In USA: 1-877-552-MALL (1-877-552-6255)
1-800-947-1445 (fax)

<http://www.brothermall.com/>

In Canada: 1-877-BROTHER

<http://www.brother.ca/>

Description	Item
Ink Cartridge Standard <black>	LC61BK (Prints approx. 450 pages) ¹
Ink Cartridge <cyan> (blue)	LC61C (Prints approx. 325 pages) ¹
Ink Cartridge <magenta> (red)	LC61M (Prints approx. 325 pages) ¹
Ink Cartridge <yellow>	LC61Y (Prints approx. 325 pages) ¹
Premium Plus Glossy Photo Paper (Letter size / 20 sheets) (4" x 6" size / 20 sheets)	BP71GLTR BP71GP
Premium Glossy Photo Paper (Letter size / 20 sheets) (4" x 6" / 20 sheets)	BP61GLL (USA only) BP61GLP (USA only)
Multipurpose Paper - Plain Paper (Letter size / 500 sheets)	BP60MPLTR (USA only)
Matte Inkjet Paper (Letter size / 25 sheets)	BP60ML (USA only)
Plain Inkjet Paper (Letter size / 100 sheets)	BP60PL100 (USA only)
Telephone Line Cord	LG3077001 (USA only)
Basic User's Guide	LX6182001 (English for USA) LX6182002 (French for Canada)

¹ For more information about the replacement consumables, visit us at <http://www.brother.com/pageyield>

Notice - Disclaimer of Warranties (USA and Canada)

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IN NO EVENT WILL BROTHER'S LICENSOR(S) BE LIABLE TO YOU FOR ANY CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, AND THE LIKE) ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE EVEN IF BROTHER'S LICENSOR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. BECAUSE SOME STATES IN THE USA AND SOME PROVINCES IN CANADA DO NOT ALLOW THE EXCLUSION OR LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN ANY EVENT BROTHER'S LICENSOR'S LIABILITY TO YOU FOR ACTUAL DAMAGES FROM ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF THE ACTION (WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY OR OTHERWISE), WILL BE LIMITED TO \$50.

Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., this manual has been compiled and published, covering the latest product descriptions and specifications.

The contents of this manual and the specifications of this product are subject to change without notice.

Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publication.

Brother® One-Year Limited Warranty and Replacement Service (USA Only)

Who is covered:

- This limited warranty ("warranty") is given only to the original end-user/retail purchaser (referred to in this warranty as "Original Purchaser") of the accompanying product, consumables and accessories (collectively referred to in this warranty as "this Product").
- If you purchased a product from someone other than an authorized Brother reseller in the United States or if the product was used (including but not limited to floor models or refurbished product), prior to your purchase you are not the Original Purchaser and the product that you purchased is not covered by this warranty.

What is covered:

- This Product includes a Machine and Consumable and Accessory Items. Consumable and Accessory Items include but are not limited to print heads, toner, drums, ink cartridges, print cartridges, cordless handset battery, refill ribbons, therma PLUS paper and thermal paper.
- Except as otherwise provided herein, Brother warrants that the Machine and the accompanying Consumable and Accessory Items will be free from defects in materials and workmanship, when used under normal conditions.
- This warranty applies only to products purchased and used in the United States. For products purchased in, but used outside, the United States, this warranty covers only warranty service within the United States (and does not include shipping outside the United States).

What is the length of the Warranty Periods:

- Machines: one year from the original purchase date.
- Accompanying Consumable and Accessory Items: 90 days from the original purchase date or the rated life of consumable, whichever comes first.

What is NOT covered:

This warranty does not cover:

- 1 Physical damage to this Product;
- 2 Damage caused by improper installation, improper or abnormal use, misuse, neglect or accident (including but not limited to transporting this Product without the proper preparation and/or packaging);

- 3 Damage caused by another device or software used with this Product (including but not limited to damage resulting from use of non Brother®-brand parts and Consumable and Accessory Items);
- 4 Consumable and Accessory Items that expired in accordance with a rated life;
- 5 Problems arising from other than defects in materials or workmanship; and,
- 6 Normal Periodic Maintenance Items, such as Paper Feeding Kit, Fuser and Laser Units.

This limited warranty is VOID if this Product has been altered or modified in any way (including but not limited to attempted warranty repair without authorization from Brother and/or alteration/removal of the serial number).

What to do if you think your Product is eligible for warranty service:

Report your issue to either our Customer Service Hotline at 1-877-BROTHER (1-877-276-8437) or to a Brother Authorized Service Center within the applicable warranty period. Supply Brother or the Brother Authorized Service Center with a copy of your dated bill of sale showing that this Product was purchased within the U.S. For the name of local Brother Authorized Service Center(s), call 1-877-BROTHER (1-877-276-8437) or visit www.brother-usa.com.

What Brother will ask you to do:

After contacting Brother or a Brother Authorized Service Center, you may be required to deliver (by hand if you prefer) or send the Product properly packaged, freight prepaid, to the Authorized Service Center together with a photocopy of your bill of sale. **You are responsible for the cost of shipping, packing product, and insurance (if you desire). You are also responsible for loss or damage to this Product in shipping.**

What Brother will do:

If the problem reported concerning your Machine and/or accompanying Consumable and Accessory Items is covered by this warranty and if you first reported the problem to Brother or an Authorized Service Center within the applicable warranty period, Brother or its Authorized Service Center will repair or replace the Machine and/or accompanying Consumable and Accessory Items at no charge to you for parts or labor. The decision as to whether to repair or replace the Machine and/or accompanying Consumable and Accessory Items is made by Brother in its sole

Brother® One-Year Limited Warranty and Replacement Service (USA Only)

discretion. Brother reserves the right to supply a refurbished or remanufactured replacement Machine and/or accompanying Consumable and Accessory Items and use refurbished parts provided such replacement products conform to the manufacturer's specifications for new product/parts. The repaired or replacement Machine and/or accompanying Consumable and Accessory Items will be returned to you freight prepaid or made available for you to pick up at a conveniently located Authorized Service Center.

If the Machine and/or accompanying Consumable and Accessory Items are not covered by this warranty (either stage), you will be charged for shipping the Machine and/or accompanying Consumable and Accessory Items back to you and charged for any service and/or replacement parts/products at Brother's then current published rates.

The foregoing are your sole (i.e., only) and exclusive remedies under this warranty.

What happens when Brother elects to replace your Machine:

When a replacement Machine is authorized by Brother, and you have delivered the Machine to an Authorized Service Center, the Authorized Service Center will provide you with a replacement Machine after receiving one from Brother. If you are dealing directly with Brother's Express Exchange Service Brother will send to you a replacement Machine shipped for receipt within two business days, with the understanding that you will, after receipt of the replacement Machine, supply the required proof of purchase information, together with the Machine that Brother agreed to replace. You are then expected to pack the Machine that Brother agreed to replace in the package from the replacement Machine and return it to Brother using the pre-paid freight bill supplied by Brother in accordance with the instructions provided by Brother. Since you will be in possession of two machines, Brother will require that you provide a valid major credit card number. Brother will issue a hold against the credit card account number that you provide until Brother receives your original Product and determines that your original Product is entitled to warranty coverage. Your credit card will be charged up to the cost of a new Product only if: (i) you do not return your original Product to Brother within five (5) business days; (ii) the problems with your original Product are not covered by the limited warranty; (iii) the proper packaging instructions are not followed and has caused damage to

the product; or (iv) the warranty period on your original Product has expired or has not been sufficiently validated with a copy of the proof of purchase (bill of sale). The replacement Machine you receive (even if refurbished or remanufactured) will be covered by the balance of the limited warranty period remaining on the original Product, plus an additional thirty (30) days. You will keep the replacement Machine that is sent to you and your original Machine shall become the property of Brother. **Retain your original Accessory Items and a copy of the return freight bill, signed by the courier.**

Limitations:

Brother is not responsible for damage to or loss of any equipment, media, programs or data related to the use of this Product. Except for the repair or replacement as described above, Brother shall not be liable for any direct, indirect, incidental or consequential damages or specific relief. Because some states do not allow the exclusion or limitation of consequential or incidental damages, the above limitation may not apply to you.

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, WHETHER EXPRESSED BY AFFIRMATION, PROMISE, DESCRIPTION, DRAWING, MODEL OR SAMPLE. ANY AND ALL WARRANTIES OTHER THAN THIS ONE, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

- This Limited Warranty is the only warranty that Brother is giving for this Product. It is the *final expression and the exclusive and only statement* of Brother's obligations to you. It replaces all other agreements and understandings that you may have with Brother or its representatives.
- This warranty gives you certain rights and you may also have other rights that may vary from state to state.
- This Limited Warranty (and Brother's obligation to you) may not be changed in any way unless you and Brother sign the same piece of paper in which we (1) refer to this Product and your bill of sale date, (2) describe the change to this warranty and (3) agree to make that change.

Important: We recommend that you keep all original packing materials, in the event that you ship this Product.

User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Please read the Safety Instructions before you set up your machine.	Printed / In the box
Quick Setup Guide	Read this Guide first. Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Fax, Copy, Scan and PhotoCapture Center® operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, and printing reports. Perform routine maintenance.	PDF file / Documentation CD-ROM
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning (MFC-J265W and MFC-J410W only), PhotoCapture Center®, PC-Fax Send, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM
Network User's Guide (MFC-J265W and MFC-J410W only)	This Guide provides more advanced information for configuring the Wireless network connections. In addition, find information about network utilities, network printing, troubleshooting tips and supported network specifications.	PDF file / Documentation CD-ROM

Table of Contents

(BASIC USER'S GUIDE)

1	General information	1
	Using the documentation	1
	Symbols and conventions used in the documentation	1
	Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide.....	2
	Viewing Documentation.....	2
	Accessing Brother Support (Windows®).....	4
	Accessing Brother Support (Macintosh)	5
	Control panel overview	6
	LCD screen.....	8
	Basic Operations	8
2	Loading paper	9
	Loading paper and other print media	9
	Loading envelopes and postcards	11
	Removing small printouts from the machine	13
	Printable area	14
	Paper settings.....	15
	Paper Type	15
	Paper Size	15
	Acceptable paper and other print media	16
	Recommended print media	16
	Handling and using print media	16
	Choosing the right print media.....	18
3	Loading documents	20
	How to load documents	20
	Using the ADF (MFC-J410W only)	20
	Using the scanner glass	20
	Scannable area	21
4	Sending a fax	22
	How to send a fax	22
	Setting scanner glass size for faxing	23
	Color fax transmission	23
	Canceling a fax in progress	23
	Transmission Verification Report.....	24

5	Receiving a fax	25
Receive modes	25	
Choose the correct Receive Mode	25	
Using receive modes	27	
Fax Only	27	
Fax/Tel.....	27	
Manual.....	27	
External TAD	27	
Receive mode settings	28	
Ring Delay	28	
F/T Ring Time (Fax/Tel mode only).....	28	
Easy Receive.....	29	
6	Telephone services and external devices	30
Telephone services.....	30	
Voice Mail	30	
Distinctive Ring.....	31	
Connecting an external TAD (telephone answering device).....	33	
Connections.....	34	
Recording an outgoing message (OGM) on an external TAD	35	
Multi-line connections (PBX)	35	
External and extension telephones.....	35	
Connecting an external or extension telephone	35	
Using external and extension telephones.....	36	
Using a non-Brother cordless external telephone	36	
Using remote codes.....	36	
7	Dialing and storing numbers	38
How to dial	38	
Manual dialing	38	
Speed Dialing	38	
Search	38	
Fax Redial	39	
Storing numbers	39	
Storing a pause	39	
Storing Speed Dial numbers.....	40	
Changing Speed Dial names or numbers.....	40	
8	Making copies	41
How to copy	41	
Stop copying.....	41	
Copy settings.....	42	
Paper Options.....	42	

9	PhotoCapture Center®: Printing photos from a memory card	43
	PhotoCapture Center® operations.....	43
	Using a memory card	43
	Getting started	44
	Print Images.....	46
	View Photos.....	46
	PhotoCapture Center® print settings	46
	How to scan to a memory card	47
10	How to print from a computer	49
	Printing a document.....	49
11	How to scan to a computer	50
	Scanning a document.....	50
	Scanning using the scan key	50
	Scanning using a scanner driver	50
A	Routine maintenance	51
	Replacing the ink cartridges	51
B	Troubleshooting	54
	Error and Maintenance messages.....	54
	Error animation	59
	Transferring your faxes or Fax Journal report	59
	Document jam (MFC-J410W only)	60
	Printer jam or paper jam	61
	Troubleshooting	63
	If you are having difficulty with your machine	63
	Dial Tone	73
	Telephone line interference / VoIP	73
	Machine Information	74
	Checking the serial number	74
	Reset functions.....	74
	How to reset the machine.....	74
C	Menu and features	75
	On-screen programming.....	75
	Menu table	76
	Entering Text	91
	Inserting spaces	91
	Making corrections	91
	Repeating letters	91
	Special characters and symbols.....	91

D Specifications	92
General	92
Print media.....	94
Fax.....	95
Copy	96
PhotoCapture Center®	97
Scanner	98
Printer	99
Interfaces	100
Computer requirements	101
Consumable items	102
Network (MFC-J265W and MFC-J410W only)	103

E Index	104
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Table of Contents

(ADVANCED USER'S GUIDE)

The *Advanced User's Guide* explains the following features and operations.

You can view the *Advanced User's Guide* on the Documentation CD-ROM.

1 General setup

Memory storage
Volume Settings
Automatic Daylight Saving Time
Sleep Mode
LCD screen
Mode Timer

2 Security features

TX Lock

3 Sending a fax

Additional sending options
Additional sending operations

4 Receiving a fax

Additional receiving operations

5 Dialing and storing numbers

Voice operations
Additional dialing operations
Additional ways to store numbers

6 Printing reports

Fax reports
Reports

7 Making copies

Copy settings

8 PhotoCapture Center®: Printing photos from a memory card

PhotoCapture Center® operations
Print Images
PhotoCapture Center® print settings
Scan to a memory card

A Routine maintenance

Cleaning and checking the machine
Packing and shipping the machine

B Glossary

C Index

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific keys on the machine's control panel, on the computer screen.
<i>Italics</i>	Italicized typeface emphasizes an important point or refers you to a related topic.
Courier New	Text in Courier New font identifies messages on the LCD of the machine.



WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.



CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.



IMPORTANT

IMPORTANT indicates a potentially hazardous situation which may result in property-damage-only accidents or loss of product function.



Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.



Electrical Hazard icons alert you to possible electrical shock.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features of the Fax, Copy, PhotoCapture Center®, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** and **Network User's Guide** that are on the Documentation CD-ROM.

Viewing Documentation

- 1 Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive. For Windows® users, go to step ③.

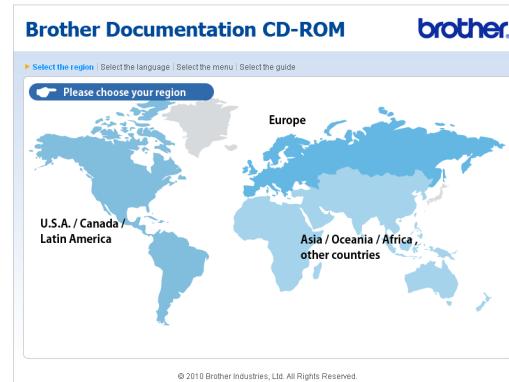
Note

(Windows® users)

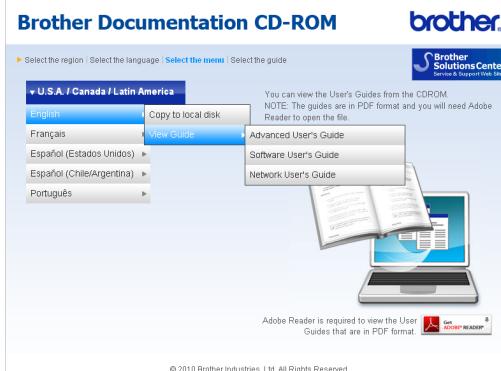
If the screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **index.html**.

- 2 (Macintosh users)
Double-click the Documentation CD-ROM icon, and then double-click **index.html**.

- 3 Click your country.



- 4 Point to your language, point to **View Guide**, and then click the guide you want to read.



**Note**

- (Windows® users only)
Your Web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only)¹
For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

¹ Microsoft® Internet Explorer® 6.0 or greater.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning* (MFC-J265W and MFC-J410W only)

ScanSoft™ PaperPort™11SE with OCR How-to-Guides**(Windows®)**

- The complete ScanSoft™ PaperPort™11SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™11SE application.

Presto! PageManager User's Guide (Macintosh)**Note**

Presto! PageManager is available as a download from
http://nj.newsoft.com.tw/download/brother/PM7installer_BR_multilang.dmg

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

How to find Network setup instructions (MFC-J265W and MFC-J410W only)

Your machine can be connected to a wireless network. You can find basic setup instructions in the Quick Setup Guide. If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™, you can also follow the steps in the Quick Setup Guide. For more information about network setup please see the *Network User's Guide* on the Documentation CD-ROM.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), Customer Service and Brother Authorized Service Centers in *Brother numbers* on page i and on the Installation CD-ROM.

- Click **Brother Support** on the **Top Menu**. The following screen will appear:



- To visit our Web site for original/genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the **Top Menu**, click **Back** or if you are finished, click **Exit**.

- To access our Web site (<http://www.brother.com>), click **Brother Home Page**.
- To view all Brother Numbers, including Customer Service numbers for the USA and Canada, click **Support Information**.
- To access the USA Brother online shopping mall (<http://www.brothermall.com>) for additional product and services information, click **Brother Mall.com**.
- To access Canada's Brother online shopping mall (<http://www.brother.ca>) for additional product and services information, click **Shop Online (Canada)**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.

Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), on the Installation CD-ROM.

- Double-click the **Brother Support** icon.
The following screen will appear:



- To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (<http://www.brother.com/registration/>), click **On-Line Registration**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our Web site for original/genuine Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.

Control panel overview

The **MFC-J220**, **MFC-J265W** and **MFC-J410W** have the same control panel keys.



1 Fax and telephone keys:

■ Redial/Pause

Redials the last 30 numbers called. It also inserts a pause when programming quick dial numbers.

■ Hook

Press before dialing if you want to make sure a fax machine will answer, and then press **Black Start** or **Color Start**.

Also, press this key after picking up the handset of the external telephone during the F/T pseudo/double-ring.

2 Mode keys:

■ **FAX**

Lets you access Fax mode.

■ **SCAN**

Lets you access Scan mode.

■ **COPY**

Lets you access Copy mode.

■ **PHOTO CAPTURE**

Lets you access PhotoCapture Center® mode.

3 Menu keys:

■ Volume keys



While the machine is idle, you can press these keys to adjust the ring volume.

■ Speed Dial key



Press to store Speed Dial and Group numbers in the machine's memory. Lets you store, look up, and dial numbers that are stored in the memory.

■ ▲ or ▼

Press ▲ or ▼ to move the selected area left or right on the LCD.

■ ▲ or ▼

Press ▲ or ▼ to scroll through the menus and options.

■ Menu

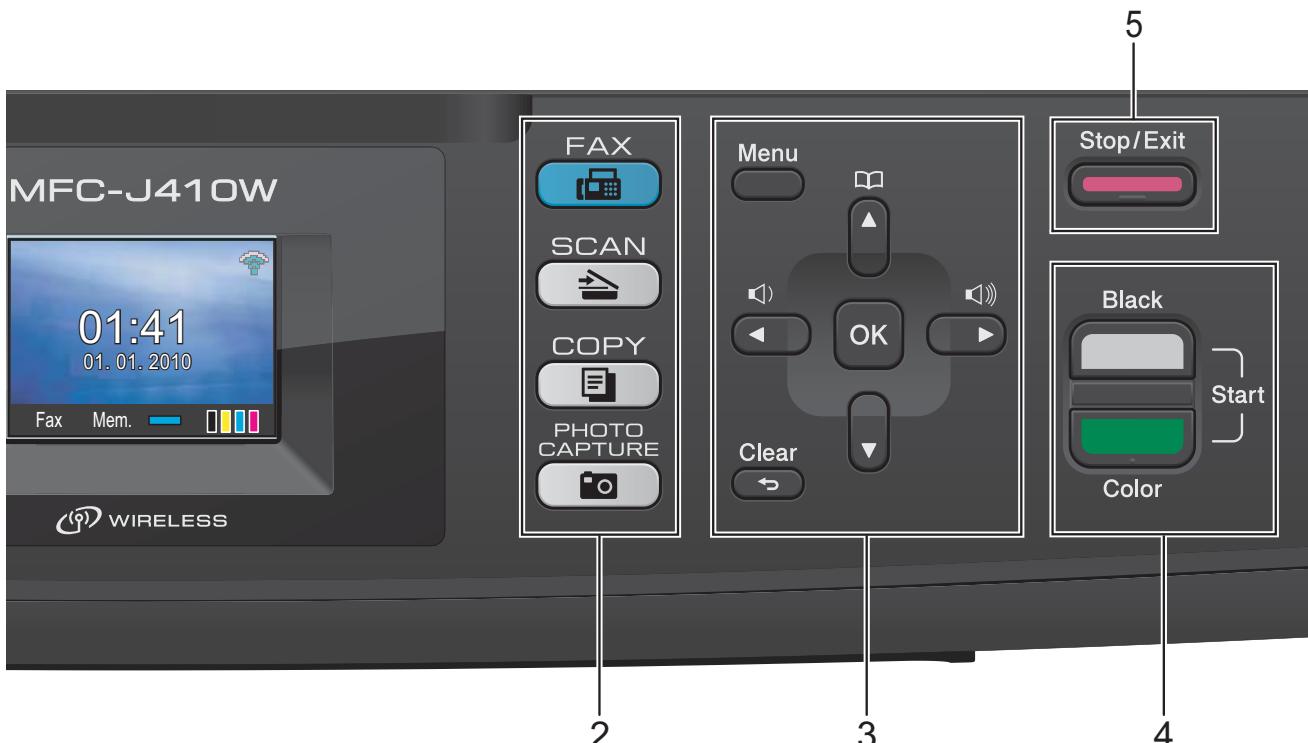
Access the main menu.

■ Clear

Press to delete characters or to go back to the previous menu level.

■ OK

Lets you choose a setting.



4 Start keys:

■  **Black Start**

Lets you start sending faxes or making copies in black & white. Also lets you start a scanning operation (in color or black & white depending on the scanning setting in the ControlCenter software).

■  **Color Start**

Lets you start sending faxes or making copies in full color. Also lets you start a scanning operation (in color or black & white, depending on the scanning setting in the ControlCenter software).

5 **Stop/Exit**

Stops an operation or exits the menu.

6 **LCD (Liquid Crystal Display)**

Displays messages on the screen to help you set up and use your machine.

7 **Dial Pad**

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

(Canada only) The # key lets you temporarily switch the dialing mode during a telephone call from Pulse to Tone.

8 **On/Off**

You can turn the machine on and off.

Press **On/Off** to turn the machine on.

Press and hold down **On/Off** to turn the machine off. The LCD will show Shutting Down and will stay on for a few seconds before going off.

If you have connected an external telephone or TAD, it is always available.

If you turn the machine off, it will still periodically clean the print head to maintain print quality. To prolong print head life, provide the best ink cartridge economy, and maintain print quality, you should keep your machine connected to the power at all times.



Note

Most of the illustrations in this User's Guide show the MFC-J410W.

LCD screen

The LCD shows the current machine status when the machine is idle.



1 Wireless Status (MFC-J265W and MFC-J410W only)

A four level indicator shows the current wireless signal strength if you are using a wireless connection.



2 Current Receive Mode

Lets you see the current receive mode.

- Fax (Fax only)
- F/T (Fax/Tel)
- TAD (External TAD)
- Mnl (Manual)

3 Memory Status

Lets you see the available memory in the machine.

4 Ink indicator

Lets you see the available ink volume.

The warning icon  appears when there is an error or a maintenance message. For details, see *Error and Maintenance messages* on page 54.

Basic Operations

The following steps show how to change a setting in the machine. In this example the Mode Timer setting is changed from 2 minutes to 30 seconds.

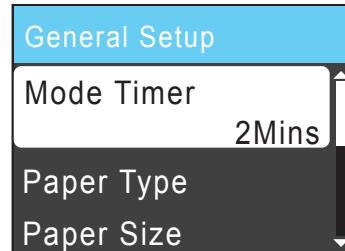
1 Press **Menu**.

2 Press **▲** or **▼** to choose General Setup.



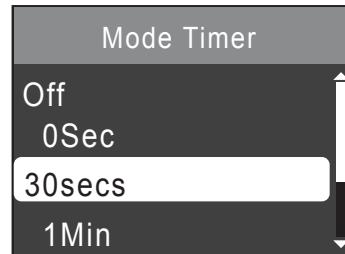
Press **OK**.

3 Press **▲** or **▼** to choose Mode Timer.



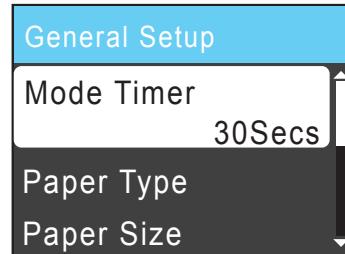
Press **OK**.

4 Press **▲** or **▼** to choose 30Secs.



Press **OK**.

You can see the current setting on the LCD:



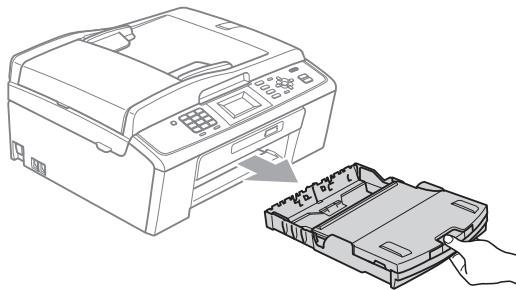
5 Press **Stop/Exit**.

2

Loading paper

Loading paper and other print media

- 1 If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.

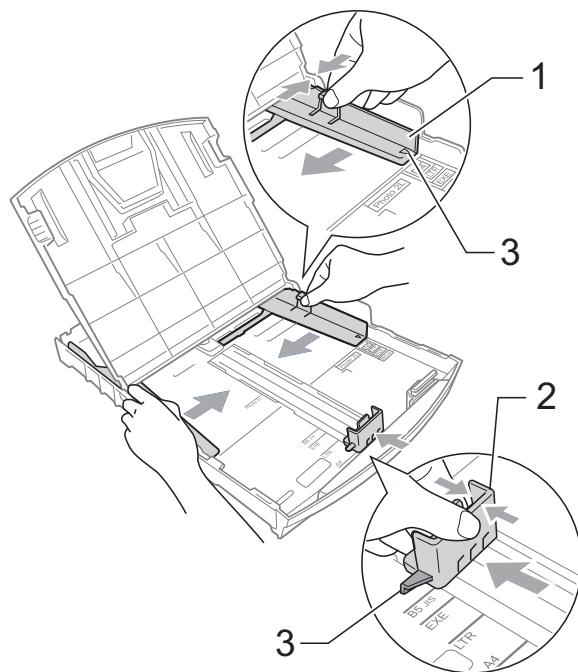


- 2 Lift the output paper tray cover (1).



- 3 With both hands, gently press and slide the paper side guides (1) and then the paper length guide (2) to fit the paper size.

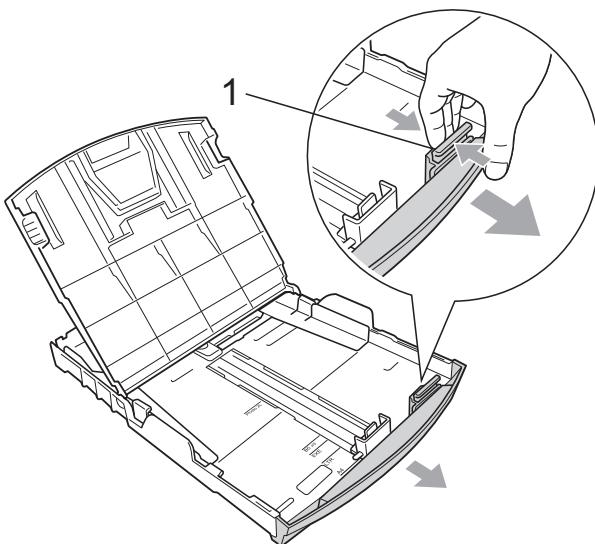
Make sure that the triangular marks (3) on the paper side guides (1) and paper length guide (2) line up with the marks for the paper size you are using.



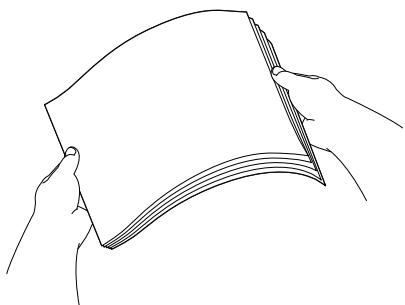


Note

When you are using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.



- 4 Fan the stack of paper well to avoid paper jams and misfeeds.

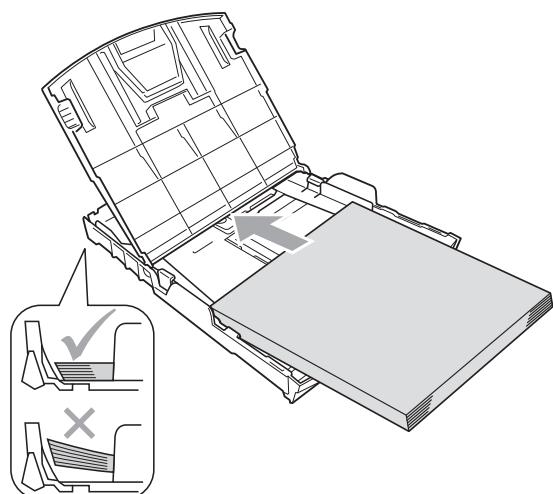


! IMPORTANT

Always make sure that the paper is not curled or wrinkled.

5

Gently put the paper into the paper tray print side down and top edge in first. Check that the paper is flat in the tray. Over filling the paper tray may cause paper jams.

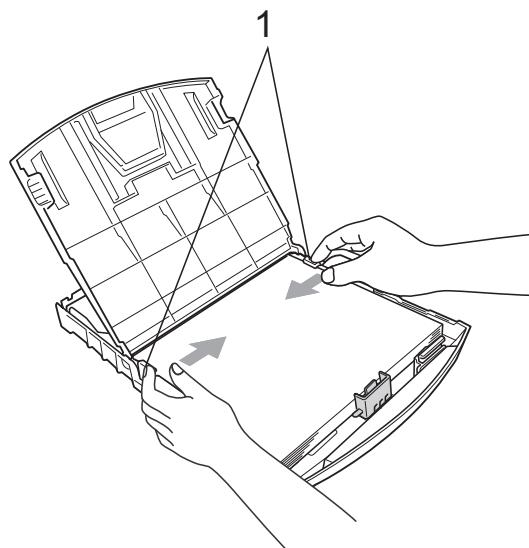


! IMPORTANT

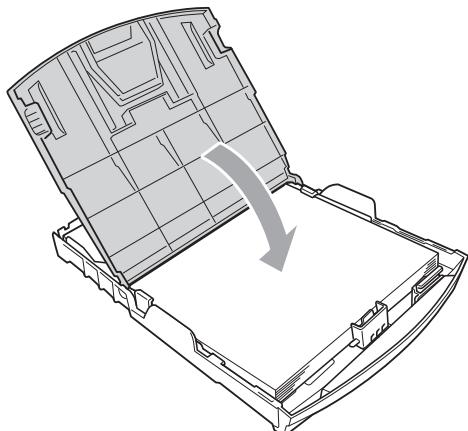
Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

6

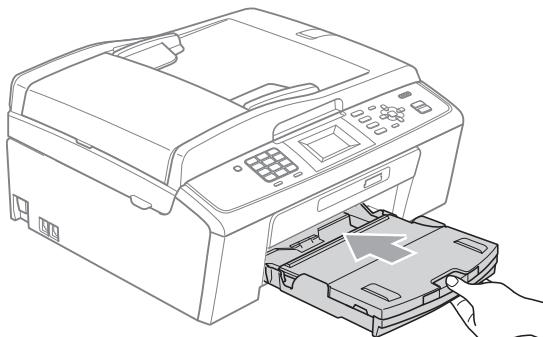
Gently adjust the paper side guides (1) to fit the paper using both hands. Make sure the paper side guides touch the sides of the paper.



- 7 Close the output paper tray cover.



- 8 Slowly push the paper tray completely into the machine.



- 9 While holding the paper tray in place, pull out the paper support (①) until it clicks, and then unfold the paper support flap (②).



! IMPORTANT

DO NOT use the paper support flap for Legal size paper.

Loading envelopes and postcards

About envelopes

- Use envelopes that weigh from 20 to 25 lb (80 to 95 g/m²).
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

! IMPORTANT

DO NOT use any of the following types of envelopes, as they will cause paper feed problems:

- That are of a baggy construction.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

Glue	Double flap

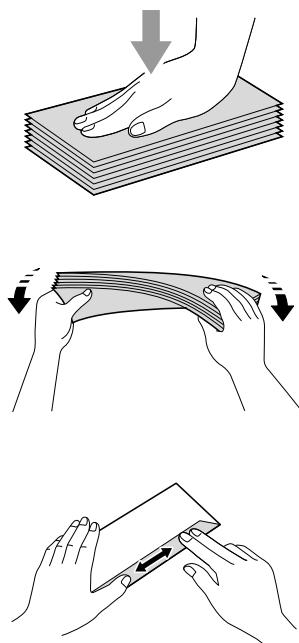
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes and postcards

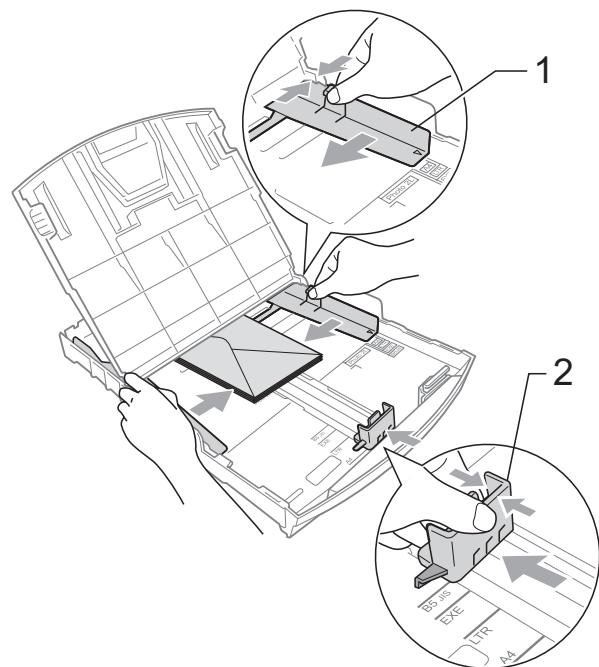
- 1 Before loading, press the corners and sides of envelopes or postcards to make them as flat as possible.

! IMPORTANT

If envelopes or postcards are “double-feeding”, put one envelope or postcard in the paper tray at a time.

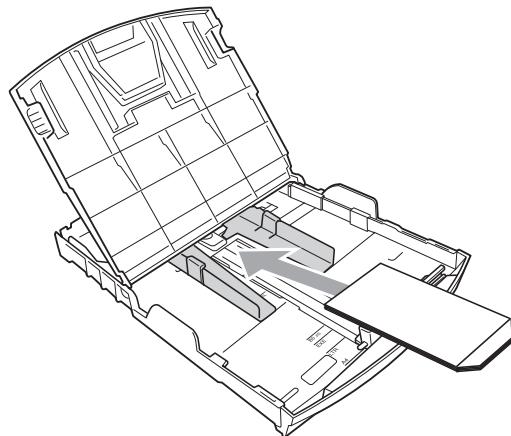


- 2 Put envelopes or postcards in the paper tray with the address side down and the leading edge in first as shown in the illustration. With both hands, gently press and slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or postcards.



If you have problems printing on envelopes with the flap on the short edge, try the following:

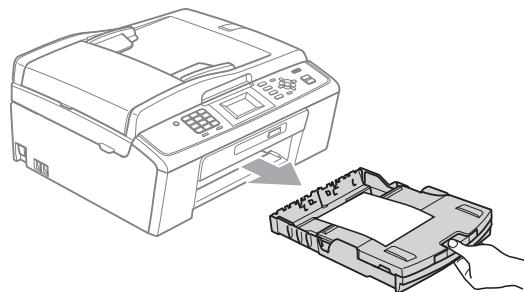
- 1 Open the envelope flap.
- 2 Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.



- 3 Adjust the size and margin in your application.

Removing small printouts from the machine

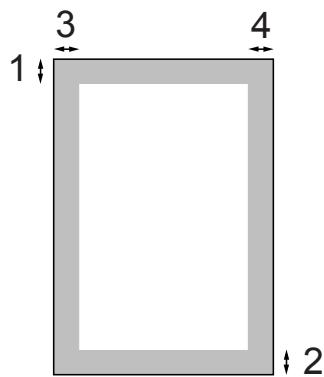
When the machine ejects small paper onto the output paper tray cover you may not be able to reach it. Make sure printing has finished, and then pull the tray completely out of the machine.



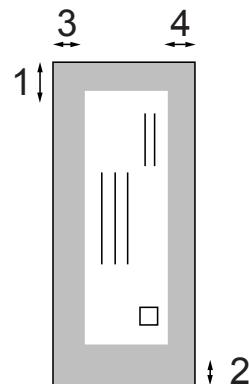
Printable area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes. The machine can print in the shaded areas of cut sheet paper only when the Borderless print feature is available and turned on. (See *Printing for Windows®* or *Printing and Faxing for Macintosh* in the *Software User's Guide*.)

Cut Sheet Paper



Envelopes



	Top (1)	Bottom (2)	Left (3)	Right (4)
Cut Sheet	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)
Envelopes	0.47 in. (12 mm)	0.95 in. (24 mm)	0.12 in. (3 mm)	0.12 in. (3 mm)



Note

The Borderless feature is not available for envelopes.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Paper Type. Press **OK**.
- 4 Press **▲** or **▼** to choose Plain Paper, Inkjet Paper, Brother BP71, Brother BP61, Other Glossy or Transparency. Press **OK**.
- 5 Press **Stop/Exit**.



Note

The machine ejects paper with printed surfaces face up onto the paper tray in front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use six sizes of paper for copies: Letter, Legal, A4, A5, Executive and 4" x 6" (10 x 15 cm) and three sizes for printing faxes: Letter, Legal and A4. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time so your machine can fit an incoming fax on the page.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Paper Size. Press **OK**.
- 4 Press **▲** or **▼** to choose Letter, Legal, A4, A5, EXE and 4" x 6". Press **OK**.
- 5 Press **Stop/Exit**.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the proper print media in the “**Basic**” tab of the printer driver or in the Paper Type setting of the machine’s menu. (See *Paper Type* on page 15.)
- When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
- When you use transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

We recommend using “3M Transparency Film” when you print on transparencies.

Brother paper

Paper Type	Item
Premium Plus Glossy Photo	
■ Letter	BP71GLTR
■ 4" x 6"	BP71GP
Premium Glossy Photo	
■ Letter	BP61GLL (USA only)
■ 4" x 6"	BP61GLP (USA only)
Matte Inkjet (Letter)	BP60ML (USA only)
Plain Inkjet (Letter)	BP60PL100 (USA only)

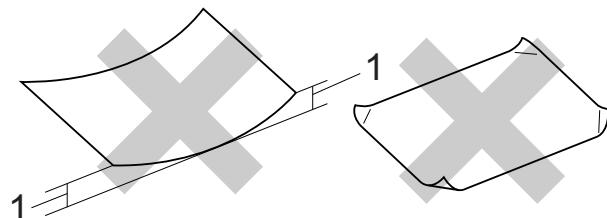
Handling and using print media

- Store paper in its original packaging, and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of photo paper. Load photo paper with the shiny side facing down.
- Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

! IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped



1 0.08 in. (2 mm) or greater curl may cause jams to occur.

- Extremely shiny or highly textured paper
- Paper that cannot be arranged uniformly when stacked
- Paper made with a short grain

2

Paper capacity of the output paper tray cover

Up to 50 sheets of Letter, Legal or A4 20 lb (80 g/m²) paper.

- Transparencies and photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size	Usage			
		Fax	Copy	Photo Capture	Printer
Cut Sheet	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	Yes	Yes	Yes
	A4	8.3 × 11.7 in. (210 × 297 mm)	Yes	Yes	Yes
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	Yes	Yes	–
	Executive	7 1/4 × 10 1/2 in. (184 × 267 mm)	–	Yes	–
	JIS B5	7.2 × 10.1 in. (182 × 257 mm)	–	–	–
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	–
	A6	4.1 × 5.8 in. (105 × 148 mm)	–	–	–
Cards	Photo	4 × 6 in. (10 × 15 cm)	–	Yes	Yes
	Photo 2L	5 × 7 in. (13 × 18 cm)	–	–	Yes
	Index Card	5 × 8 in. (127 × 203 mm)	–	–	–
	Postcard 1	3.9 × 5.8 in. (100 × 148 mm)	–	–	–
	Postcard 2 (Double)	5.8 × 7.9 in. (148 × 200 mm)	–	–	–
Envelopes	C5 Envelope	6.4 × 9 in. (162 × 229 mm)	–	–	–
	DL Envelope	4.3 × 8.7 in. (110 × 220 mm)	–	–	–
	COM-10	4 1/8 × 9 1/2 in. (105 × 241 mm)	–	–	–
	Monarch	3 7/8 × 7 1/2 in. (98 × 191 mm)	–	–	–
	JE4 Envelope	4.1 × 9.3 in. (105 × 235 mm)	–	–	–
Transparencies	Letter	8 1/2 × 11 in. (215.9 × 279.4 mm)	–	Yes	–
	A4	8.3 × 11.7 in. (210 × 297 mm)	–	Yes	–
	Legal	8 1/2 × 14 in. (215.9 × 355.6 mm)	–	Yes	–
	A5	5.8 × 8.3 in. (148 × 210 mm)	–	Yes	–

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	17 to 32 lb (64 to 120 g/m ²)	3 to 6 mil (0.08 to 0.15 mm)	100 ¹
	Inkjet Paper	17 to 53 lb (64 to 200 g/m ²)	3 to 10 mil (0.08 to 0.25 mm)	20
	Glossy Paper	Up to 58 lb (Up to 220 g/m ²)	Up to 10 mil (Up to 0.25 mm)	20 ²
Cards	Photo 4" × 6"	Up to 58 lb (Up to 220 g/m ²)	Up to 10 mil (Up to 0.25 mm)	20 ²
	Index Card	Up to 32 lb (Up to 120 g/m ²)	Up to 6 mil (Up to 0.15 mm)	30
	Postcard	Up to 53 lb (Up to 200 g/m ²)	Up to 10 mil (Up to 0.25 mm)	30
Envelopes		20 to 25 lb (75 to 95 g/m ²)	Up to 20 mil (Up to 0.52 mm)	10
Transparencies		—	—	10

¹ Up to 100 sheets of plain paper 20 lb (80 g/m²).

² BP71 69 lb (260 g/m²) paper is especially designed for Brother inkjet machines.

How to load documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF (MFC-J410W only)

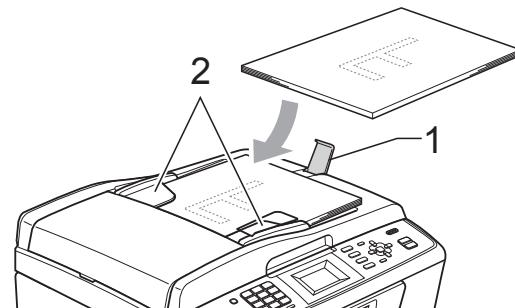
The ADF can hold up to 15 pages and feeds each sheet individually. Use standard 20 lb (80 g/m²) paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Paper:	20 lb LTR (80 g/m ² A4)
Length:	5.8 to 14 in. (148 to 355.6 mm)
Width:	5.8 to 8.5 in. (148 to 215.9 mm)
Weight:	17 to 24 lb (64 to 90 g/m ²)

Make sure documents with ink or correction fluid are completely dry.

- 1 Unfold the ADF Document Output Support Flap (1).
- 2 Fan the pages well.
- 3 Adjust the paper guides (2) to fit the width of your document.
- 4 Make sure you place your document, **face down, top edge first** in the ADF underneath the guides until you feel it touch the feed roller and the LCD shows ADF Ready.



How to load documents

! IMPORTANT

- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.

! IMPORTANT

DO NOT leave a thick document on the scanner glass. If you do this, the ADF may jam.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book or one page at a time.

Document Sizes Supported

Length:	Up to 11.7 in. (297 mm)
Width:	Up to 8.5 in. (215.9 mm)
Weight:	Up to 4.4 lb (2 kg)

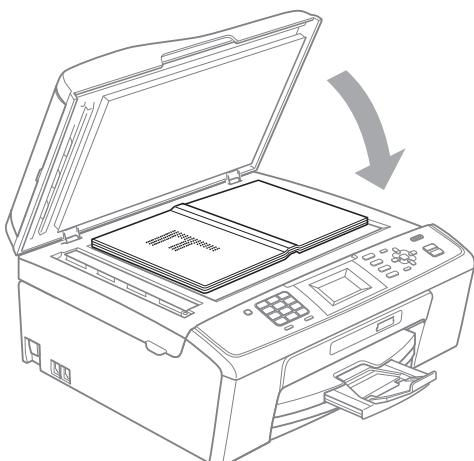
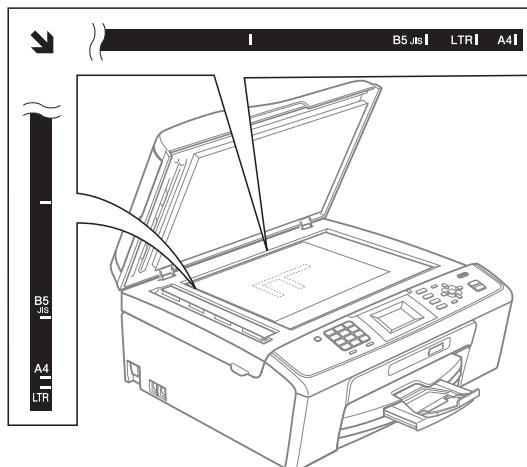
How to load documents



Note

To use the scanner glass, the ADF must be empty. (MFC-J410W only)

- 1 Lift the document cover.
- 2 Using the document guidelines on the left and top, place the document face down in the upper left corner of the scanner glass.



- 3 Close the document cover.

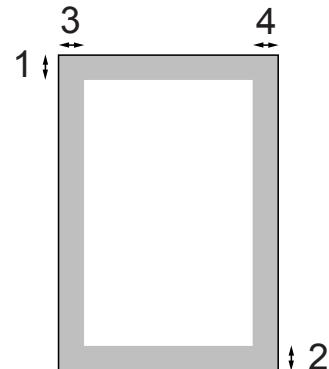


IMPORTANT

If you are scanning a book or thick document, DO NOT slam the cover down or press on it.

Scannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.



3

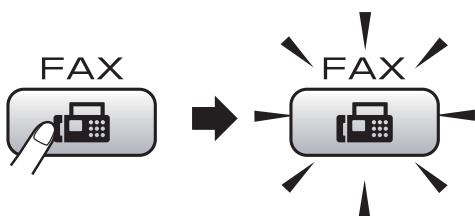
Usage	Document Size	Top (1) Bottom (2)	Left (3) Right (4)
Fax	Letter	0.12 in. (3 mm)	0.16 in. (4 mm)
	A4	0.12 in. (3 mm)	0.12 in. ¹ (3 mm)
	Legal (MFC-J410W only)	0.12 in. (3 mm)	0.16 in. (4 mm)
Copy	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)
Scan	Letter	0.12 in. (3 mm)	0.12 in. (3 mm)
	A4	0.12 in. (3 mm)	0.12 in. (3 mm)

¹ The unscannable area is 0.04 in (1 mm) when you use the ADF.

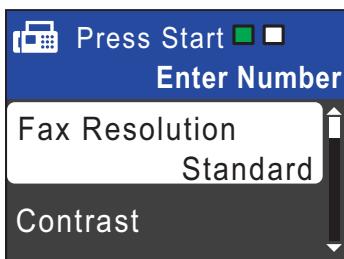
How to send a fax

The following steps show how to send a fax.

- When the machine is idle, the time appears on the LCD. When you want to send a fax, or change fax send or receive settings, press the  (FAX) key to illuminate it in blue.



- The LCD shows:



- Do one of the following to load your document:
 - Place the document *face down* in the ADF. (See *Using the ADF (MFC-J410W only)* on page 20.)
 - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 20.)



Note

- If you send a black & white fax from the ADF while the memory is full it will be sent in real time.
- You can use the scanner glass to fax pages of a book one at a time. The document can be up to Letter or A4 size.
- To send color faxes with multiple pages use the ADF. (MFC-J410W only)
- Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple page document. (MFC-J410W only)

- Set the scanner glass size, fax resolution or contrast if you want to change them.

For more advanced fax sending operations and settings, For more advanced fax sending operations and settings, see *Sending a fax in chapter 3* in the *Advanced User's Guide*:

- Broadcasting
- Real Time TX
- Overseas Mode
- Fax Resolution
- Contrast
- Glass ScanSize

- Enter the fax number.

Using the dial pad

Using the Phone Book

- Speed Dial
- Using call history
 - Outgoing Call
 - Caller ID hist.

5 Press **Black Start** or **Color Start**.

Faxing from the ADF (MFC-J410W only)

- The machine starts scanning the document.

Faxing from the scanner glass

- If you press **Black Start**, the machine starts scanning the first page.

Do one of the following:

- To send a single page, press **2** to choose **No (Send)** (or press **Black Start** again).

The machine starts sending the document.

- To send more than one page, press **1** to choose **Yes** and place the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat this step for each additional page.)

- If you press **Color Start**, the machine starts sending the document.



Note

To cancel, press **Stop/Exit**.

Setting scanner glass size for faxing

When documents are A4 size, you need to set the Scan Size to A4. If you do not, the bottom portion of the faxes will be missing.

1 Press  **(FAX)**.

2 Press **▲** or **▼** to choose **Glass ScanSize**. Press **OK**.

3 Press **▲** or **▼** to choose **A4 (or Letter)**. Press **OK**.



Note

- You can save the setting you use most often by setting it as default. (See *Setting your changes as the new default* in chapter 3 in the *Advanced User's Guide*.)
- This setting is only available for sending documents from the scanner glass.

Color fax transmission

Your machine can send a color fax to machines that support this feature.

Color faxes cannot be stored in the machine's memory. When you send a color fax, the machine will send it in real time (even if **Real Time TX** is set to **Off**).

Canceling a fax in progress

If you want to cancel a fax while the machine is scanning, dialing or sending, press **Stop/Exit**.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the sender's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report *only* if your fax is unsuccessful due to a transmission error. **Off** is the default setting.
- **Off+Image:** Prints a report *only* if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Report Setting**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Transmission**. Press **OK**.
- 5 Press **▲** or **▼** to choose **On**, **On+Image**, **Off** or **Off+Image**. Press **OK**.

- 6 Press **Stop/Exit**.



Note

- If you choose **On+Image** or **Off+Image** the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See *Real Time Transmission* in *chapter 3* in the *Advanced User's Guide*.)
- If your transmission is successful, "OK" will appear next to "RESULT" on the Transmission Verification Report. If transmission is not successful, "NG" will appear next to "RESULT".

Receive modes

Choose the correct Receive Mode

The correct Receive Mode is determined by the external devices and telephone subscriber services (Voice Mail, Distinctive Ring, etc.) you have (or will be using) on the same line as the Brother machine.

Will you be using a Distinctive Ring number for receiving faxes?

Brother uses the term "Distinctive Ring" but different telephone companies may have other names for this service, such as Custom Ringing, RingMaster, Personalized Ring, Teen Ring, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Smart Ring and SimpleBiz Fax & Alternate Number Ringing. (See *Distinctive Ring* on page 31 for instructions on setting up your machine using this feature.)

Will you be using Voice Mail on the same telephone line as your Brother machine?

If you have Voice Mail on the same telephone line as your Brother machine, there is a strong possibility that Voice Mail and the Brother machine will conflict with each other when receiving incoming calls. (See *Voice Mail* on page 30 for instructions on setting up your machine using this service.)

Will you be using a Telephone Answering Device on the same telephone line as your Brother machine?

Your external telephone answering device (TAD) will automatically answer every call. Voice messages are stored on the external TAD and fax messages are printed. Choose *External TAD* as your receive mode. (See *Connecting an external TAD (telephone answering device)* on page 33.)

Will you be using your Brother machine on a dedicated fax line?

Your machine automatically answers every call as a fax. Choose *Fax Only* as your receive mode. (See *Fax Only* on page 27.)

Will you be using your Brother machine on the same line as your telephone?

Do you want to receive voice calls and faxes automatically?

The *Fax/Tel* receive mode is used when sharing the Brother machine and your telephone on the same line. Choose *Fax/Tel* as your receive mode. (See *Fax/Tel* on page 27.)

Important Note: You cannot receive voice messages on either Voice Mail or an answering machine with the *Fax/Tel* mode.

Do you expect to receive very few faxes?

Choose *Manual* as your receive mode. You control the telephone line and must answer every call yourself. (See *Manual* on page 27.)

To set the receive mode follow the instructions below:

- 1** Press **Menu**.
- 2** Press **▲** or **▼** to choose **Initial Setup**.
Press **OK**.
- 3** Press **▲** or **▼** to choose **Receive Mode**.
Press **OK**.
- 4** Press **▲** or **▼** to choose **Fax Only**, **Fax/Tel**, **External TAD** or **Manual**.
Press **OK**.
- 5** Press **Stop/Exit**.
The LCD will show the current receive mode.

Using receive modes

Some receive modes answer automatically (Fax Only and Fax/Tel). You may want to change the ring delay before using these modes. (See *Ring Delay* on page 28.)

Fax Only

Fax Only mode will automatically answer every call as a fax call.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognizing whether they are fax or voice calls and handling them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T Ring to tell you to pick up the line. The F/T Ring is a fast pseudo/double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 28 and *Ring Delay* on page 28.)

Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring feature.

To receive a fax in manual mode lift the handset of the external telephone or press **Hook**. When you hear fax tones (short repeating beeps), press **Black Start** or **Color Start** and choose **Receive**. You can also use the Easy Receive feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Easy Receive* on page 29.)

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be handled in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information see *Connecting an external TAD (telephone answering device)* on page 33.)

Receive mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in **Fax Only** or **Fax/Tel** mode. If you have external or extension telephones on the same line as the machine, keep the ring delay setting of 4 rings.

(See *Using external and extension telephones* on page 36 and *Easy Receive* on page 29.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Ring Delay**. Press **OK**.
- 5 Press **▲** or **▼** to choose how many times the line rings before the machine answers. Press **OK**. If you choose 0, the line will not ring at all.
- 6 Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the ring delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T Ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T Ring it means that you have a voice caller on the line.

Because the F/T Ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using remote codes* on page 36.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **F/T Ring Time**. Press **OK**.
- 5 Press **▲** or **▼** to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds). Press **OK**.
- 6 Press **Stop/Exit**.



Note

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.

Easy Receive

If Easy Receive is On:

The machine can receive a fax automatically, even if you answer the call. When you see **Receiving** on the LCD or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

If Easy Receive is Off:

If you are at the machine and answered a call first by lifting a handset, then press **Black Start** or **Color Start**, and then press **2** to receive.

If you answered at an extension telephone press *** 5 1**. (See *Using external and extension telephones* on page 36.)



Note

- If this feature is set to **On**, but your machine does not connect a fax call when you lift an extension or external telephone handset, press the fax receive code *** 5 1**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Easy Receive to **Off**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Easy Receive**. Press **OK**.
- 5 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 6 Press **Stop/Exit**.

Telephone services

Your machine supports the Caller ID and Distinctive Ring subscriber telephone services that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine. If you have Voice Mail on your telephone line, please read the following carefully.

Voice Mail

If you have Voice Mail on the same telephone line as your Brother machine, Voice Mail and the Brother machine will conflict with each other when receiving incoming calls.

For example, if your Voice Mail is set to answer after 4 rings and your Brother machine is set to answer after 2 rings, then your Brother machine will answer first. This will prevent callers from being able to leave a message in your Voice Mail.

Similarly, if your Brother machine is set to answer after 4 rings and your Voice Mail is set to answer after 2 rings, then your Voice Mail will answer first. This will prevent your Brother machine from being able to receive an incoming fax, since Voice Mail cannot transfer the incoming fax back to the Brother machine.

To avoid conflicts between your Brother machine and your Voice Mail service, do one of the following:

Get the Distinctive Ring service from your telephone company. Distinctive Ring is a feature of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term "Distinctive Ring," but telephone companies market the service under a variety of names, such as Custom Ringing, Personalized Ring, Smart Ring, RingMaster, Ident-A-Ring, Ident-A-Call, Data Ident-A-Call, Teen Ring, and SimpleBiz Fax & Alternate Number Ringing. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. (See *Distinctive Ring* on page 31.)

OR

Set your Brother machine's Receive Mode to "Manual". Manual Mode requires that you answer every incoming call if you want to be able to receive a fax. If the incoming call is a telephone call, then complete the call as you normally would. If you hear fax sending tones you must transfer the call to the Brother machine. (See *Using external and extension telephones* on page 36.) Unanswered fax and voice calls will go to your Voice Mail. (To set the machine in **MANUAL** Mode, see *Choose the correct Receive Mode* on page 25.)

Distinctive Ring

Distinctive Ring is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line. Brother uses the term “Distinctive Ring”, but telephone companies market the service under a variety of names, such as Smart Ring, Ring Master or Ident-a-Ring. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes.



Note

- You must pay for your telephone company's Distinctive Ring service before you program the machine to work with it.
- Please call your telephone company for availability and rates.

What does your telephone company's “Distinctive Ring” do?

Your telephone company's Distinctive Ring service allows you to have more than one number on the same telephone line. **If you need more than one telephone number, it is cheaper than paying for an extra line.** Each telephone number has its own distinctive ring pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

What does Brother's “Distinctive Ring” do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.

Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls. However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.* If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions on next page to “register” the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.



Note

You can change or cancel the Distinctive Ring pattern at any time. You can switch it off temporarily, and turn it back on later. When you get a new fax number, make sure you reset this feature.

Before you choose the ring pattern to register

You can only register one Distinctive Ring pattern with the machine. Some ring patterns cannot be registered. The ring patterns below are supported by your Brother machine. Register the one your telephone company gives you.

Ring Pattern	Rings	
1	long-long	
2	short-long-short	
3	short-short-long	
4	very long (normal pattern)	



Note

Ring Pattern #1 is often called Short-Short and is the most commonly used. If the ring pattern you received is not on this chart, **please call your telephone company and ask for one that is shown.**

- The machine will only answer calls to its registered number.
- The first two rings are silent on the machine. This is because the fax must “listen” to the ring pattern (to compare it to the pattern that was “registered”). (Other telephones on the same line will ring.)
- If you program the machine properly, it will recognize the registered ring pattern of the “fax number” within 2 ring patterns and then answer with a fax tone. When the “voice number” is called, the machine will not answer.

Registering the Distinctive Ring pattern

Very Important !

After you have set the Distinctive Ring feature to **On**, your Distinctive Ring number will receive faxes automatically. The receive mode is automatically set to **Manual** and you cannot change it to another receive mode while Distinctive Ring is set to **On**. This ensures the Brother machine will only answer the Distinctive Ring number and not interfere when your main telephone number is called.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Distinctive**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Set**. Press **OK**.
- 6 Press **▲** or **▼** to choose the stored ring pattern you want to use. Press **OK**.
(You hear each pattern as you scroll through the four patterns. Make sure you choose the pattern that the telephone company gave you.)
- 7 Press **Stop/Exit**. Distinctive Ring is now set to **On**.

Turning off Distinctive Ring

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Distinctive**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Off**. Press **OK**.
- 6 Press **Stop/Exit**.



Note

If you turn off Distinctive Ring, the machine will stay in **Manual receive** mode. You will need to set the Receive Mode again. (See *Choose the correct Receive Mode* on page 25.)

Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external TAD** on the same telephone line as the machine, the TAD answers all calls and the machine “listens” for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

6

The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax “handshake”. Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.



Note

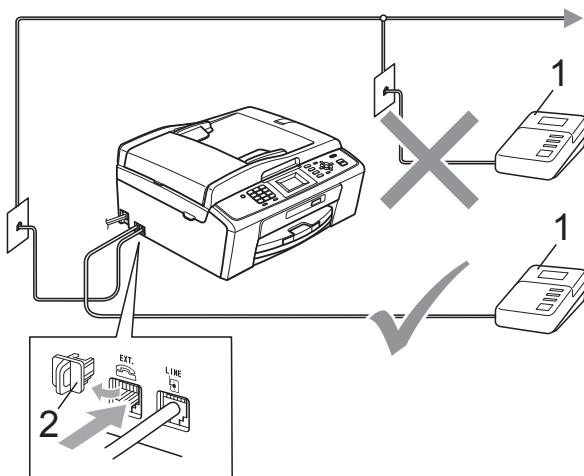
- If you do not receive all your faxes, shorten the Ring Delay setting on your external TAD.
- **If You Subscribe to your Telephone company's Distinctive Ring Service:**

You may connect an external TAD to a separate wall jack only if you subscribe to your telephone company's Distinctive Ring service, have registered the distinctive ring pattern on your machine, and use that number as a fax number. The recommended setting is at least four rings on the external TAD when you have the telephone company's Distinctive Ring Service. You cannot use the Toll Saver setting.

- **If You Do Not Subscribe to Distinctive Ring Service:**

You must plug your TAD into the EXT. jack of your machine. If your TAD is plugged into a wall jack, both your machine and the TAD will try to control the telephone line. (See the illustration below.)

- Before you connect the external TAD, remove the protective cap (2) from the EXT. jack on the machine.



1 TAD

2 Protective Cap

When the TAD answers a call, the LCD shows Telephone.

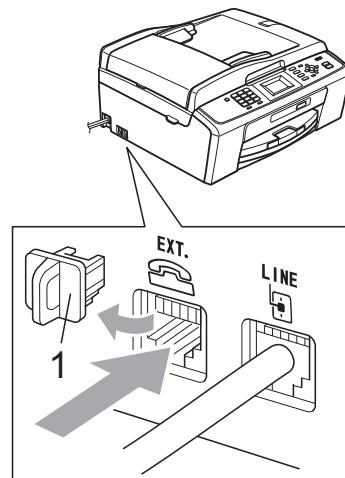
! IMPORTANT

DO NOT connect a TAD elsewhere on the same telephone line.

Connections

The external TAD must be plugged into the jack labeled EXT. Your machine cannot work properly if you plug the TAD into a wall jack (unless you are using Distinctive Ring).

- 1 Plug the telephone line cord from the telephone wall jack into the jack labeled LINE.
- 2 Remove the protective cap (1) from the jack labeled EXT, and then plug the telephone line cord from the external TAD into the EXT. jack. (Make sure this cord is connected to the TAD at the TAD's telephone line jack, and not its handset jack.)



- 3 Set your external TAD to four rings or less. (The machine's Ring Delay setting does not apply.)
- 4 Record the outgoing message on your external TAD.
- 5 Set the TAD to answer calls.
- 6 Set the Receive Mode to External TAD. (See *Choose the correct Receive Mode* on page 25.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message. The message sets up the ways to handle both manual and automatic fax reception.

- 1 Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or send a fax by pressing * 5 1 and **Start**."



Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to Manual.

We cannot guarantee that your machine will operate properly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

External and extension telephones

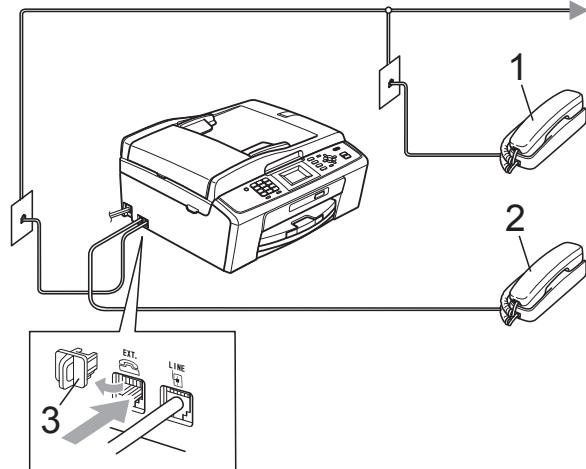
Connecting an external or extension telephone

You can connect a separate telephone to your machine as shown in the diagram below.

Connect the telephone line cord to the jack labeled EXT.

Before you connect the external telephone, remove the protective cap (3) from the EXT. jack on the machine.

6



1 Extension telephone

2 External telephone

3 Protective Cap

When you are using a telephone on the same phone line, the LCD shows Telephone.

Using external and extension telephones

Using extension telephones

If you answer a fax call at an extension telephone, you can make your machine receive the fax by pressing the Fax Receive Code *** 5 1**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at an extension telephone by pressing the Telephone Answer Code **# 5 1**. (See *F/T Ring Time (Fax/Tel mode only)* on page 28.)

Using an external telephone (connected to the EXT. jack of the machine)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** and choose **Receive**.

You can also use the Fax Receive code *** 5 1**.

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone by pressing **Hook**.

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press *** 5 1** and wait for the chirp or until the LCD shows **Receiving**, and then hang up.



Note

You can also use the Easy Receive feature to make your machine automatically take the call. (See *Easy Receive* on page 29.)

Using a non-Brother cordless external telephone

If your non-brother cordless telephone is connected to the EXT. jack of the machine and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you will have to go to the machine so you can press **Hook** to send the call to the cordless handset.

Using remote codes

Fax Receive code

If you answer a fax call on an extension telephone, you can tell your machine to receive it by dialing the Fax Receive Code *** 5 1**. Wait for the chirping sounds and then replace the handset. (See *Easy Receive* on page 29.)

If you answer a fax call at the external telephone connected to the EXT. jack of the machine, you can make the machine receive the fax by pressing **Black Start** and choosing **Receive**.

Telephone Answer Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T (pseudo/double) ring after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T Ring off by pressing **# 5 1** (make sure you press this *between* the rings).

If the machine answers a voice call and pseudo/double-rings for you to take over, you can take the call at the external telephone connected to the EXT. jack of the machine by pressing **Hook**.

Changing the remote codes

The preset Fax Receive Code is *** 5 1**. The preset Telephone Answer Code is **# 5 1**. If you want to, you can replace them with your own codes.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Setup Receive.
Press **OK**.
- 4 Press **▲** or **▼** to choose **Remote Codes**.
Press **OK**.
- 5 Press **▲** or **▼** to choose **On** (or **Off**).
Press **OK**.
- 6 Enter the new Fax Receive Code.
Press **OK**.
- 7 Enter the new Telephone Answer Code.
Press **OK**.
- 8 Press **Stop/Exit**.



Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Fax Receive Code and Telephone Answer Code to another three-digit code (such as **# # #** and **9 9 9**).
- Remote Codes might not work with some telephone systems.

How to dial

Manual dialing

Press all of the digits of the fax or telephone number.



Speed Dialing

- 1 Press  (Speed Dial).



Or, you can press  (FAX) and then press **▲** or **▼** to choose Speed Dial and press **OK**.

- 2 Press **▲** or **▼** to choose Search. Press **OK**.
- 3 Do one of the following:
 - Press **▲** or **▼** to choose Alphabetical Order or Numerical Order. Press **OK**.
 - Press the 2-digit Speed Dial number using the dial pad. (See *Storing Speed Dial numbers* on page 40.)

- 4 Press **▲** or **▼** to choose the number you want to dial. Press **OK**.
- 5 Press **Send a fax** to confirm.



Note

If the LCD shows **Not Registered** when you enter or search a Speed Dial number, a number has not been stored at this location.

Search

You can search for names you have stored in the Speed Dial memory.

- 1 Press  (Speed Dial).
Or, you can press  (FAX) and then press **▲** or **▼** to choose Speed Dial and press **OK**.
- 2 Press **▲** or **▼** to choose Search. Press **OK**.
- 3 Press **▲** or **▼** to choose Alphabetical Order or Numerical Order. Press **OK**.
- 4 If you chose Alphabetical Order in step 3, use the dial pad to enter the first letter of the name, and then press **▲** or **▼** to choose the name and number you want to call. Press **OK**.

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Black Start** or **Color Start** to try again. If you want to make a second call to a number you recently dialed, you can press **Redial/Pause** and choose one of the last 30 numbers from the Outgoing Call List.

Redial/Pause only works if you dialed from the control panel. *If you are sending a fax automatically* and the line is busy, the machine will automatically redial once after five minutes.

- 1 Press **Redial/Pause**.
- 2 Press **▲** or **▼** to choose the number you want to redial.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Send a fax**.
Press **OK**.
- 4 Press **Black Start** or **Color Start**.

Note

In Real Time Transmission the automatic redial feature does not work when you are using the scanner glass.

Storing numbers

You can set up your machine to do the following types of easy dialing: Speed Dial and Groups for broadcasting faxes. When you dial a Quick Dial number, the LCD shows the number.

Note

If you lose electrical power, the Quick Dial numbers that are in the memory will not be lost.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialing overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed Dial numbers

Names and numbers can be stored in 2-digit Speed Dial locations. You can store up to 40 different Speed Dial numbers. When you dial you will only have to press a few keys (for example:  (Speed Dial), Search, **OK**, the 2-digit number, and **Black Start** or **Color Start**).

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose Set Speed Dial. Press **OK**.
- 3 Press **▲** or **▼** to choose the 2-digit Speed Dial location where you want to store the number. Press **OK**.
- 4 Do one of the following:
 - Enter the name (up to 16 characters) using the dial pad. Press **OK**.
(To help you enter letters, see *Entering Text* on page 91.)
 - To store the number without a name, press **OK**.
- 5 Enter the fax or telephone number (up to 20 digits). Press **OK**.
- 6 Press **▲** or **▼** to choose **Complete**. Press **OK**.
- 7 Do one of the following:
 - To store another Speed Dial number, go to step 3.
 - If you are finished storing numbers, press **Stop/Exit**.

Changing Speed Dial names or numbers

You can change or delete a Speed Dial name or number that has already been stored.

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose Set Speed Dial. Press **OK**.
- 3 Press **▲** or **▼** to choose the 2-digit Speed Dial location you want to change. Press **OK**.
- 4 Do one of the following:
 - Press **▲** or **▼** to choose **Change**. Press **OK**.
 - Press **▲** or **▼** to choose **Delete**. Press **OK**. Press **1** to confirm. Go to step 8.



Note

How to change the stored name or number:

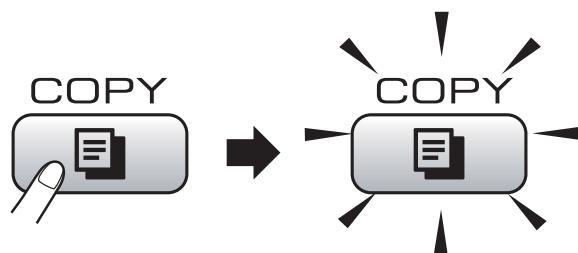
If you want to change a character, press **◀** or **▶** to position the cursor under the character you want to change, and then press **Clear**. Re-enter the character.

- 5 If you want to change the name, press **▲** or **▼** to choose **Name**, then press **OK** and enter the new name using the dial pad (up to 16 characters). Press **OK**.
(See *Entering Text* on page 91.)
- 6 If you want to change the Fax/Tel number, press **▲** or **▼** to choose **Fax/Tel**:, then press **OK** and enter the new fax or telephone number using the dial pad (up to 20 digits). Press **OK**.
- 7 Press **▲** or **▼** to choose **Complete**. Press **OK**.
- 8 Press **Stop/Exit**.

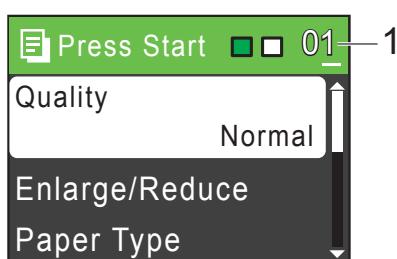
How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide*.

- When you want to make a copy, press  (COPY) to illuminate it in blue.
- Make sure you are in copy mode.



- The LCD shows:



1 No. of Copies

You can enter the number of copies you want by using the dial pad.



Note

The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in chapter 1 in the *Advanced User's Guide*.)

2

Do one of the following to load your document:

- Place the document *face down* in the ADF.
(See *Using the ADF (MFC-J410W only)* on page 20.)
- Load your document *face down* on the scanner glass.
(See *Using the scanner glass* on page 20.)

3

If you want more than one copy, enter the number (up to 99).

4

Press **Black Start** or **Color Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

You can change the following copy settings. Press **COPY** and then press **▲** or **▼** to scroll through the copy settings. When the setting you want is highlighted, press **OK**.

(Basic User's Guide)

For details about changing the following copy settings, see page 42.

- Paper Type
- Paper Size

(Advanced User's Guide)

For details about changing the following copy settings, see chapter 7:

- Quality
- Enlarge/Reduce
- Density
- Stack/Sort (MFC-J410W only)
- Page Layout
- Set New Default
- Factory Reset

Note

If you want to sort copies, use the ADF. (MFC-J410W only)

Paper Options

Paper Type

If you are copying on special paper, set the machine for the type of paper you are using to get the best print quality.

- 1 Press  **(COPY)**.
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press **▲** or **▼** to choose Paper Type. Press **OK**.
- 5 Press **▲** or **▼** to choose Plain Paper, Inkjet Paper, Brother BP71, Brother BP61, Other Glossy or Transparency. Press **OK**.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

Paper Size

If you are copying on paper other than Letter size, you will need to change the paper size setting. You can copy only on Letter, Legal, A4, A5, Executive or Photo 4" x 6" (10 x 15 cm) paper.

- 1 Press  **(COPY)**.
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press **▲** or **▼** to choose Paper Size. Press **OK**.
- 5 Press **▲** or **▼** to choose Letter, Legal, A4, A5, EXE or 4" x 6". Press **OK**.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

PhotoCapture Center[®] operations

Even if your machine is *not* connected to your computer, you can print photos directly from digital camera media. (See *Print Images* on page 46.)

You can scan documents and save them directly to a memory card. (See *How to scan to a memory card* on page 47.)

If your machine is connected to a computer, you can access a memory card that is inserted in the front of the machine from your computer.

(See *PhotoCapture Center[®] for Windows[®]* or *Remote Setup & PhotoCapture Center[®]* for Macintosh in the *Software User's Guide*.)

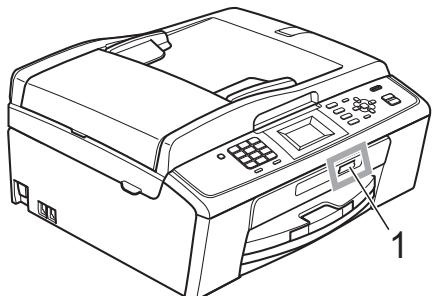
Using a memory card

Your Brother machine has media drives (slots) for use with the following popular digital camera media: Memory Stick[™], Memory Stick PRO[™], Memory Stick Duo[™], Memory Stick PRO Duo[™], SD and SDHC.

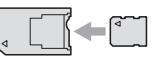
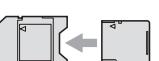
The PhotoCapture Center[®] feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

Getting started

Firmly put a memory card into the proper slot.



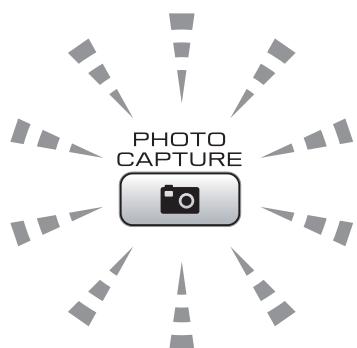
1 Memory card slot

Slot	Compatible memory cards
Upper slot	 Memory Stick™  Memory Stick PRO™
	 Memory Stick Duo™  Memory Stick PRO Duo™
	 Memory Stick Micro™ (Adapter required)
Lower slot	 SD  SDHC
	 mini SD (Adapter required)  micro SD (Adapter required)

! IMPORTANT

DO NOT insert a Memory Stick Duo™ in the lower SD slot. Doing this, may cause damage to the machine.

PHOTO CAPTURE key lights:



- **PHOTO CAPTURE** light is on, the memory card is properly inserted.
- **PHOTO CAPTURE** light is off, the memory card is not properly inserted.
- **PHOTO CAPTURE** light is blinking, the memory card is being read or written to.

! IMPORTANT

DO NOT unplug the power cord or remove the memory card from the media drive (slot) while the machine is reading or writing to the memory card (the **PHOTO CAPTURE** key is blinking). **You will lose your data or damage the card.**

The machine can only read one memory card at a time.

Print Images

View Photos

You can preview your photos on the LCD before you print them. If your photos are large files there may be a delay before each photo is displayed on the LCD.

- 1 Make sure you have put the memory card in the proper slot.
Press  (PHOTO CAPTURE).
- 2 Press **▲** or **▼** to choose View Photo(s).
Press **OK**.
- 3 Press **◀** or **▶** to choose your photo.
- 4 Enter the number of copies you want using the dial pad.
- 5 Repeat step ③ and step ④ until you have chosen all the photos.



Note

Press **Clear** to go back to the previous level.

- 6 After you have chosen all the photos, do one of the following:
 - Press **OK** and change the print settings. (See *PhotoCapture Center® print settings* on page 46.)
 - If you do not want to change any settings, press **Color Start** to print.

PhotoCapture Center® print settings

You can change the print settings temporarily for the next printing.

These settings are temporary, and the machine returns to its default settings 3 minutes after printing, unless you have set the Mode Timer to 2 minutes or less. (See *Mode Timer* in *chapter 1* in the *Advanced User's Guide*.)



Note

You can save the print settings you use most often by setting them as the default. (See *Setting your changes as the new default* in *chapter 8* in the *Advanced User's Guide*.)



1 No. of prints

(For View Photo(s))

You can see the total number of photos that will be printed.

(For Print All Photos, Print Photos)

You can see the number of copies of each photo that will be printed.

(For DPOF printing) This does not appear.

How to scan to a memory card

You can scan black & white and color documents into a memory card. Black & white documents will be stored in PDF (*.PDF) or TIFF (*.TIF) file formats. Color documents may be stored in PDF (*.PDF) or JPEG (*.JPG) file formats. The factory setting is Color 150 dpi and the default file format is PDF. The machine automatically creates file names based on the current date. (For details, see the *Quick Setup Guide*.) For example, the fifth image scanned on July 1, 2010 would be named 07011005.PDF. You can change the color and quality.

Quality	Selectable File Format
Color 150 dpi	JPEG / PDF
Color 300 dpi	JPEG / PDF
Color 600 dpi	JPEG / PDF
B/W 200x100 dpi	TIFF / PDF
B/W 200 dpi	TIFF / PDF

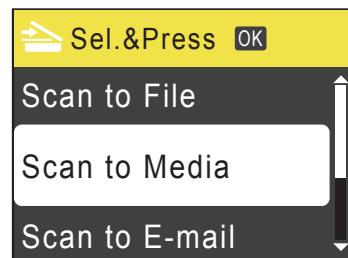
- 1 Make sure you have put the memory card in the proper slot.

! IMPORTANT

DO NOT take out the memory card while **PHOTO CAPTURE** is blinking to avoid damaging the card or the data stored on it.

- 2 Load your document.
- 3 When you want to scan to a memory card, press  **(SCAN)**.

- 4 Press **▲** or **▼** to choose **Scan to Media**.



Press **OK**.

- 5 Do one of the following:
- To change the quality, press **▲** or **▼** to choose **Quality**. Press **OK**.
 - Press **Black Start** or **Color Start** to start scanning without changing additional settings.

- 6 Press **▲** or **▼** to choose **Color 150 dpi**, **Color 300 dpi**, **Color 600 dpi**, **B/W 200x100 dpi** or **B/W 200 dpi**. Press **OK**.

- 7 Do one of the following:
- To change the file type, go to step 8.
 - Press **Black Start** or **Color Start** to start scanning without changing additional settings.

- 8 Press **▲** or **▼** to choose **File Type**. Press **OK**.
Press **▲** or **▼** to choose **JPEG**, **PDF** or **TIFF**. Press **OK**.



Note

- If you chose a **Color** resolution in step 6, you cannot choose **TIFF**.
- If you chose a **B/W** resolution in step 6, you cannot choose **JPEG**.

9 Do one of the following:

- To change the file name, go to step 10.
- Press **Black Start** or **Color Start** to start scanning without changing additional settings.

10 The file name is set automatically; however, you can enter a name of your choice using the dial pad.

Press **▲** or **▼** to choose **File Name**.

Press **OK**.

Enter the new name. (See *Entering Text* on page 91.)

You can only change the first 6 digits.

Press **OK**.



Note

Press **Clear** to delete the current name.

11 Press **Black Start** or **Color Start**.

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install printer driver.

(See *Printing for Windows®* or *Printing and Faxing for Macintosh* in the *Software User's Guide* for details about the print settings.)

- 1 Install the Brother printer driver on the Installation CD-ROM. (See the *Quick Setup Guide*.)
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the Print dialog box and click **Properties**.
 - 4 Choose the settings you want in the Properties dialog box.
 - **Media Type/Quality**
 - **Paper Size**
 - **Page Layout**
 - **Color Settings**
 - **Scaling**
 - **Use Watermark**
 - **Print Date & Time**
 - 5 Click **OK**.
 - 6 Click **OK** to begin printing.

Scanning a document

There are several ways to scan documents. You can use the **SCAN** key on the machine or the scanner drivers on your computer.

- 1 To use the machine as a scanner, install a scanner driver.
If the machine is on a Network, configure it with a TCP/IP address.
(MFC-J265W and MFC-J410W only)
 - Install the scanner drivers on the Installation CD-ROM. (See the *Quick Setup Guide* and *Scanning* in the *Software User's Guide*.)
 - (MFC-J265W and MFC-J410W only)
Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)
- 2 Load your document. (See *How to load documents* on page 20.)
 - Use the ADF to scan multiple pages of documents. It feeds each sheet automatically. (MFC-J410W only)
 - Use the scanner glass to scan a page of a book or one sheet at a time.
- 3 Do one of the following:
 - To scan using the **SCAN** key, go to *Scanning using the scan key*.
 - To scan using a scanner driver at your computer, go to *Scanning using a scanner driver*.

Scanning using the scan key

For more information, see *Using the Scan key* in the *Software User's Guide*.

- 1 Press the **SCAN** key.
- 2 Choose the scan mode you want.
 - Scan to File
 - Scan to Media
 - Scan to E-mail
 - Scan to OCR¹
 - Scan to Image
- ¹ (Macintosh users)
This function is available after you download and install Presto! PageManager from http://nj.newssoft.com.tw/download/brother/PM7installer_BR_multilang.dmg
- 3 (MFC-J265W and MFC-J410W only)
Choose the computer you want to send the data to.
- 4 Press **Start** to begin scanning.

Scanning using a scanner driver

For more information, see *Scanning a document using the TWAIN driver* or *Scanning a document using the WIA driver* in the *Software User's Guide*.

- 1 Start a scanning application and click the **Scan** button.
- 2 Adjust the settings such as **Resolution**, **Brightness** and **Scan Type** in the **Scanner Setup** dialog box.
- 3 Click **Start** or **Scan** to begin scanning.

A

Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the 4 cartridges. When the machine detects an ink cartridge is running out of ink, the machine will tell you with a message on the LCD.

The LCD will tell you which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

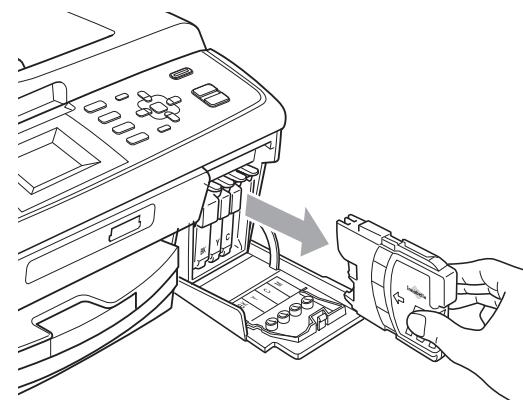
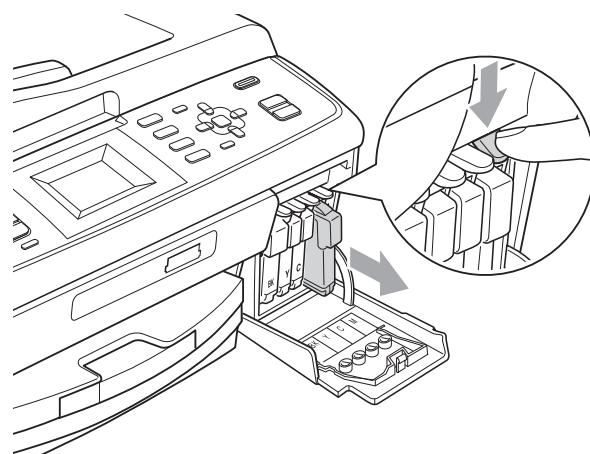
Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

! IMPORTANT

Brother strongly recommends that you do not refill the ink cartridges provided with your machine. We also strongly recommend that you continue to use only Genuine Brother Brand replacement ink cartridges. Use or attempted use of potentially incompatible ink and/or cartridges in the Brother machine may cause damage to the machine and/or may result in unsatisfactory print quality. Our warranty coverage does not apply to any problem that is caused by the use of unauthorized third party ink and/or cartridges. To protect your investment and obtain premium performance from the Brother machine, we strongly recommend the use of Genuine Brother Supplies.

- 1 Open the ink cartridge cover. If one or more of the ink cartridges have reached the end of their life, the LCD shows **B&W Print Only** or **Cannot Print**.

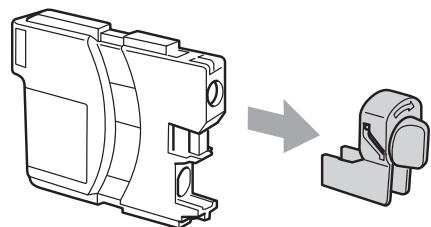
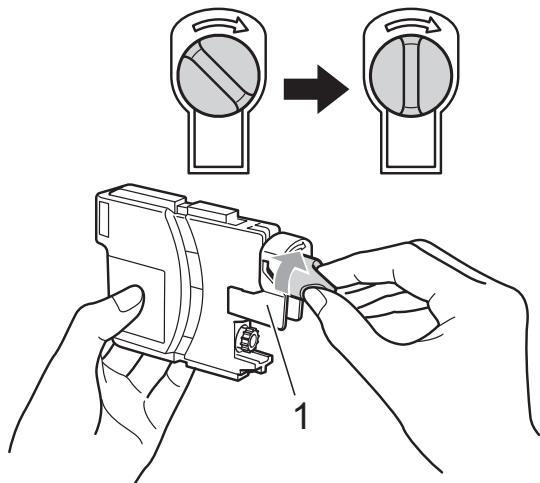
- 2 Press the lock release lever as shown to release the cartridge for the color indicated on the LCD. Remove the cartridge from the machine.



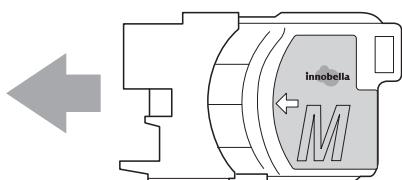
- 3 Open the new ink cartridge bag for the color shown on the LCD, and then take out the ink cartridge.

A

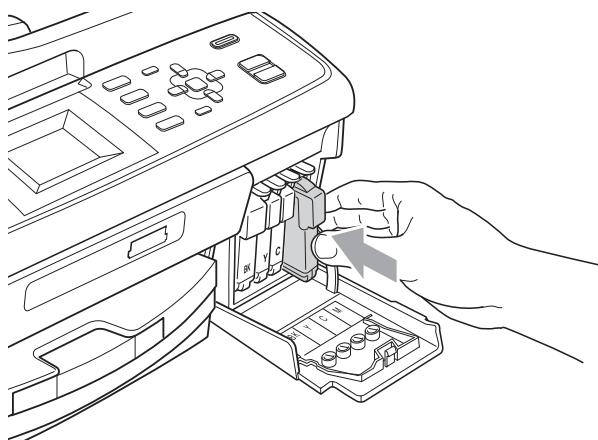
- 4 Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap (1).



- 5 Each color has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



- 6 Gently push in the ink cartridge until it clicks, and then close the ink cartridge cover.



- 7 The machine will automatically reset the ink dot counter.

 **Note**

- If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it was a brand new one (for example, Did You Change **BK** Black). For each new cartridge you installed, press **1** (Yes) to automatically reset the ink dot counter for that color. If the ink cartridge you installed is not a brand new one, be sure to press **2** (No).
- If the LCD shows **No Ink Cartridge** or **Cannot Detect** after you install the ink cartridges, check that the ink cartridges are installed properly.

 **CAUTION**

If ink gets in your eyes, wash it out with water at once and call a doctor if you are concerned.

! IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If ink gets on your skin or clothing immediately wash it off with soap or detergent.
- If you mix the colors by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.
- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- DO NOT dismantle or tamper with the ink cartridge, this can cause the ink to leak out of the cartridge.

Error and Maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the problem and shows a message. The most common error and maintenance messages are shown below.

You can correct most errors and clear routine maintenance messages by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>

Error Message	Cause	Action
B&W Print Only Replace Ink	<p>One or more of the color ink cartridges have reached the end of their life.</p> <p>You can use the machine in black & white mode for approximately four weeks depending on the number of pages you print.</p> <p>While this message appears on the LCD, each operation works in the following way:</p> <ul style="list-style-type: none"> ■ Printing If you click Grayscale in the Advanced tab of the printer driver you can use the machine as a black & white printer. ■ Copying If the paper type is set to Plain Paper or Inkjet Paper you can make copies in black & white. ■ Faxing If the paper type is set to Plain Paper or Inkjet Paper, the machine will receive and print the faxes in black & white. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white. If the paper type is set to Other Glossy, Brother BP71 or Brother BP61 the machine will stop all print operations. <i>If you unplug the machine, or take out the ink cartridge, you cannot use the machine until you change to a new ink cartridge.</i> 	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 51.)

Error Message	Cause	Action
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly until it clicks.
	If you are not using Genuine Brother Innobella™ ink the machine may not detect the ink cartridge.	Use a new Genuine Brother Innobella™ Ink Cartridge. If the error is not cleared, call Brother Customer Service.
	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See <i>Replacing the ink cartridges</i> on page 51.)
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, black and white faxes will be stored in the memory. If a sending machine has a color fax, the machine's "handshake" will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be stored in the memory as a black & white fax.	Replace the ink cartridges. (See <i>Replacing the ink cartridges</i> on page 51.)
Comm.Error	Poor telephone line quality caused a communication error.	Send the fax again or connect the machine to another telephone line. If the problem continues, call the telephone company and ask them to check your telephone line.
Cover is Open	The scanner cover is not completely closed.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Press Stop/Exit . The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed properly, or the document scanned from the ADF was too long.	(See <i>Using the ADF (MFC-J410W only)</i> on page 20.) (See <i>Document jam (MFC-J410W only)</i> on page 60.)
DR Mode in Use	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to Off . (See <i>Turning off Distinctive Ring</i> on page 33.)
High Temperature	The print head is too warm.	Allow the machine to cool down.

Error Message	Cause	Action
Ink Absorber Full	<p>The ink absorber box or flushing box is full. These components are periodic maintenance items that may require replacement after a period of time to ensure optimum performance from your Brother machine. The need to replace these items and the time period before replacement is dependent on the number of purges and flushes required to clean the ink system. These boxes acquire amounts of ink during the different purging and flushing operations. The number of times a machine purges and flushes for cleaning varies depending on different situations. For example, frequently powering the machine on and off will cause numerous cleaning cycles since the machine automatically cleans upon power up. The use of non-Brother ink may cause frequent cleanings because non-Brother ink could cause poor print quality which is resolved by cleaning. The more cleaning the machine requires the faster these boxes will fill up.</p> <p> Note</p> <p><i>Repairs resulting from the use of non-Brother supplies may not be covered under the stated product warranty.</i></p>	<p>The ink absorber box or flushing box will need to be replaced. Contact Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)</p> <p>Other reasons for cleaning are:</p> <ol style="list-style-type: none"> 1 Machine automatically cleans after clearing a printer jam. 2 Machine automatically cleans after sitting idle for more than 45 days (infrequent use).
Ink Absorber NearFull	The ink absorber box or flushing box is nearly full.	The ink absorber box or flushing box will need to be replaced. Call Brother Customer Service or a Brother Authorized Service Center to have your machine serviced. (See <i>Brother numbers</i> on page i.)

Error Message	Cause	Action
Ink low	One or more of the ink cartridges are near the end of their life. If a sending machine has a color fax to send, your machine's "handshake" will ask that the fax be sent as black & white. If the sending machine has the ability to convert it, the color fax will be printed at your machine as a black & white fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print . (See <i>Ordering accessories and supplies</i> on page ii and <i>Replacing the ink cartridges</i> on page 51.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, improperly formatted, or there is a problem with the memory card.	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	The memory card you are using already contains 999 files.	Your machine can only save to your memory card if it contains less than 999 files. Try deleting unused files to free some space and try again.
No Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature call your telephone company. (See <i>Caller ID</i> in <i>chapter 5</i> in the <i>Advanced User's Guide</i> .)
No File	The memory card in the media drive does not contain a .JPG file.	Put the correct memory card into the slot again.
No Ink Cartridge	An ink cartridge is not installed properly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See <i>Replacing the ink cartridges</i> on page 51.)
No Paper Fed	The machine is out of paper or paper is not properly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> ■ Refill the paper in the paper tray, and then press Black Start or Color Start. ■ Remove the paper and load it again and then press Black Start or Color Start. (See <i>Loading paper and other print media</i> on page 9.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in <i>Printer jam or paper jam</i> on page 61.
	The Jam Clear Cover is not closed properly.	Check the Jam Clear Cover is closed evenly at both ends. (See <i>Printer jam or paper jam</i> on page 61.)
No Response/Busy	The number you dialed does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See <i>Storing Speed Dial numbers</i> on page 40.)

Error Message	Cause	Action
Out of Memory	The machine's memory is full.	When copy operation is in progress, press Stop/Exit and wait until the other operations in progress finish and then try again.
	The memory card you are using does not have enough free space to scan the document.	Delete unused files from your memory card to make some free space and then try again.
Paper Jam	Paper is jammed in the machine.	Open the Jam Clear Cover (at the back of the machine) and pull out the jammed paper by following the steps in <i>Printer jam or paper jam</i> on page 61. Make sure the paper length guide is set to the correct paper size. DO NOT extend the paper tray when you load A5 or smaller size paper.
Unable to Clean XX Unable to Init. XX Unable to Print XX Unable to Scan XX	The machine has a mechanical problem. —OR— A foreign object such as a paper clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, see <i>Transferring your faxes or Fax Journal report</i> on page 59 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.
Wrong Paper Size	Paper is not the correct size.	Check that the Paper Size setting matches the size of paper in the tray. Load the correct size of paper, and then press Black Start or Color Start . (See <i>Paper Size</i> on page 15.)

Error animation

Error animations display step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ▶ to see the next step and ◀ to go backward.

Transferring your faxes or Fax Journal report

If the LCD shows:

- Unable to Clean XX
- Unable to Init. XX
- Unable to Print XX
- Unable to Scan XX

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 59.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 59.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your Station ID* in the *Quick Setup Guide*.)

- 1 Press **Stop/Exit** to interrupt the error temporarily.
- 2 Press **Menu**.
- 3 Press ▲ or ▼ to choose **Service**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Data Transfer**. Press **OK**.
- 5 Press ▲ or ▼ to choose **Fax Transfer**. Press **OK**.

6 Do one of the following:

- If the LCD shows **No Data**, there are no faxes left in the machine's memory.
Press **Stop/Exit**.
- Enter the fax number to which faxes will be forwarded.

7 Press **Black Start**.

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Set your Station ID* in the *Quick Setup Guide*.)

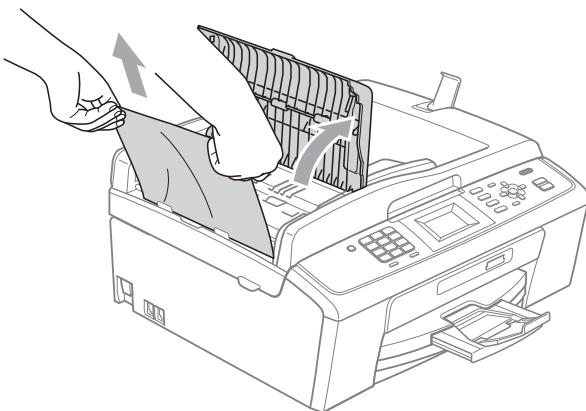
- 1 Press **Stop/Exit** to interrupt the error temporarily.
- 2 Press **Menu**.
- 3 Press ▲ or ▼ to choose **Service**. Press **OK**.
- 4 Press ▲ or ▼ to choose **Data Transfer**. Press **OK**.
- 5 Press ▲ or ▼ to choose **Report Trans.**. Press **OK**.
- 6 Enter the fax number to which the Fax Journal report will be forwarded.
- 7 Press **Black Start**.

Document jam (MFC-J410W only)

Documents can jam in the ADF unit if they are not inserted or fed properly, or if they are too long. Follow the steps below to clear a document jam.

Document is jammed in the top of the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



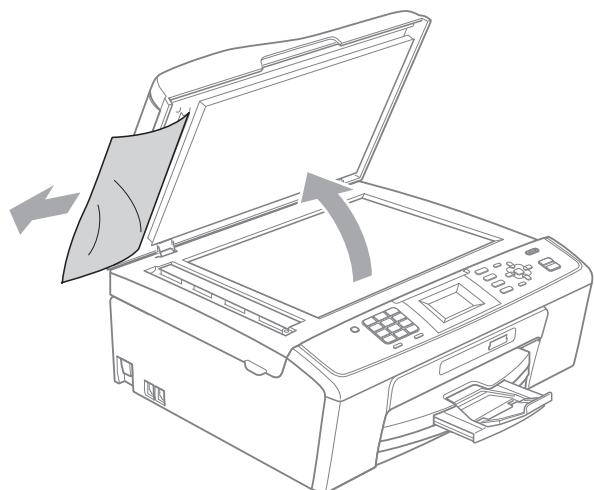
- 4 Close the ADF cover.
- 5 Press **Stop/Exit**.

! IMPORTANT

To avoid future document jams close the ADF cover properly by pressing it down in the middle.

Document is jammed inside the ADF unit

- 1 Take out any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the left.



- 4 Close the document cover.
- 5 Press **Stop/Exit**.

Printer jam or paper jam

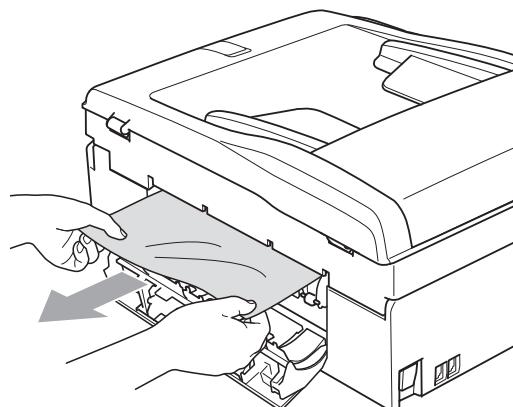
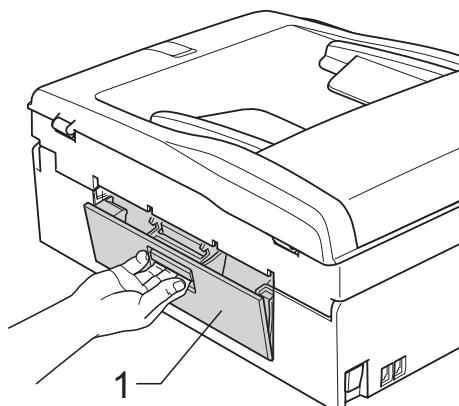
Take out the jammed paper depending on where it is jammed in the machine.

- 1 Unplug the machine from the AC power outlet.

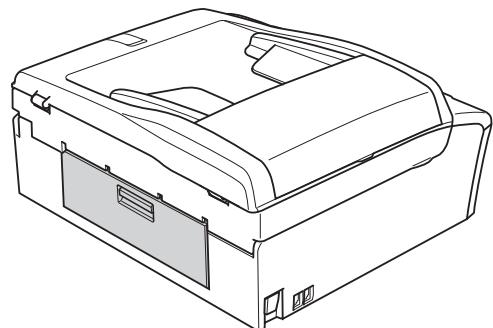
! IMPORTANT

Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 59.)

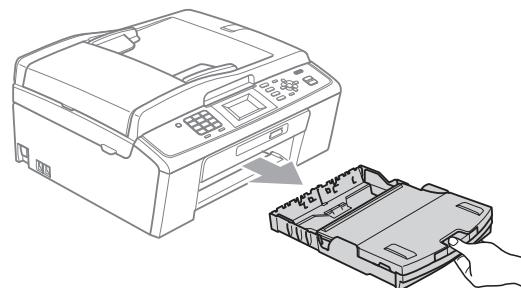
- 2 Open the Jam Clear Cover (1) at the back of the machine. Pull the jammed paper out of the machine.



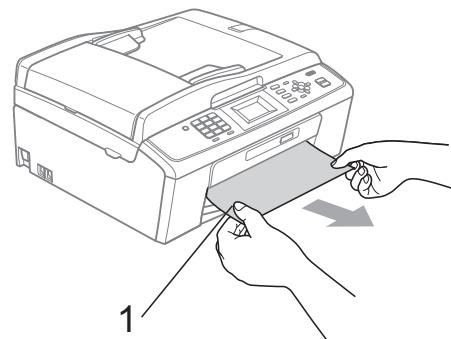
- 3 Close the Jam Clear Cover. Make sure the cover is closed properly.



- 4 If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.

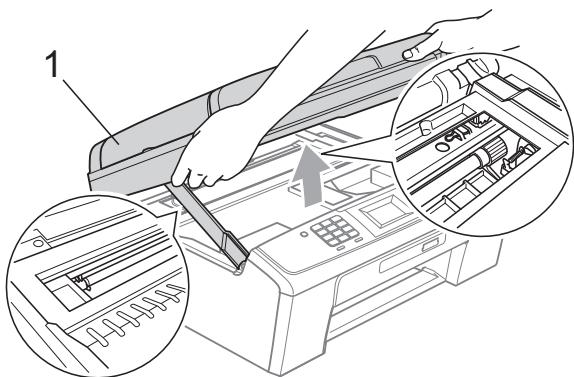


- 5 Pull out the jammed paper (1).



B

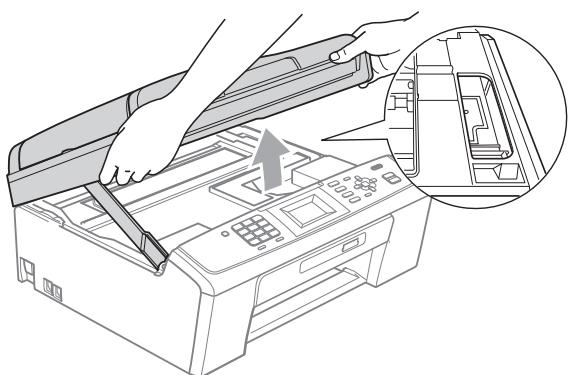
- 6 Using both hands, grasp the plastic tabs on both sides of the machine and lift the scanner cover (1) until it locks securely in the open position.



Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine. Check *both* ends of the print cartridge.

Note

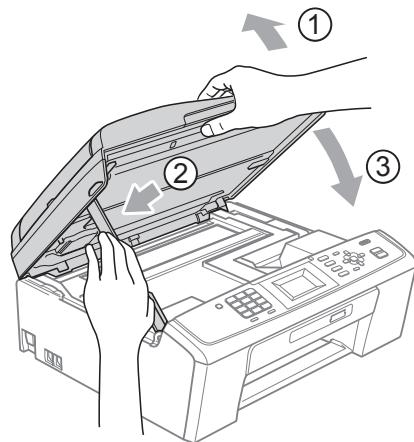
If the print head is at the right corner as shown in the illustration, you cannot move it. Re-connect the power cord, then hold down **Stop/Exit** until the print head moves to the middle. Unplug the machine from the power source, and take out the paper.



! IMPORTANT

If ink gets on your skin or clothing immediately wash it off with soap or detergent.

- 7 Lift the scanner cover to release the lock (1). Gently push the scanner cover support down (2) and close the scanner cover (3) using both hands.



- 8 Push the paper tray firmly back into the machine.

- 9 While holding the paper tray in place, pull out the paper support (1) until it clicks, and then unfold the paper support flap (2).



Make sure you pull out the paper support until it clicks.

! IMPORTANT

DO NOT use the paper support flap for Legal size paper.

- 10 Re-connect the power cord.

Troubleshooting

! IMPORTANT

For technical help, you must call the country where you bought the machine. Calls must be made **from within** that country.

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at <http://solutions.brother.com/>

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout.	<p>Check the interface cable or wireless connection on both the machine and your computer. (See the <i>Quick Setup Guide</i>.)</p> <p>Check that the machine is plugged in and that the On/Off key is on.</p> <p>One or more ink cartridges have reached the end of their life. (See <i>Replacing the ink cartridges</i> on page 51.)</p> <p>Check to see if the LCD is showing an error message. (See <i>Error and Maintenance messages</i> on page 54.)</p> <p>If the LCD shows Cannot Print and Replace Ink, see <i>Replacing the ink cartridges</i> on page 51.</p> <p>Check that the correct printer driver has been installed and chosen.</p> <p>Make sure that the machine is online. Click Start and then Printers and Faxes. Right-click and choose Brother MFC-XXXXX (where XXXXX is your model name), and make sure that Use Printer Offline is unchecked.</p> <p>When you choose the Print Odd Pages and Print Even Pages settings, you may see a print error message on your computer, as the machine pauses during the printing process. The error message will disappear after the machine re-starts printing.</p>

Printing (continued)

Difficulty	Suggestions
Poor print quality.	<p>Check the print quality. (See <i>Checking the print quality</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i>.)</p> <p>Make sure that the Media Type setting in the printer driver or the Paper Type setting in the machine's menu matches the type of paper you are using. (See <i>Printing for Windows®</i> or <i>Printing and Faxing for Macintosh</i> in the <i>Software User's Guide</i> and <i>Paper Type</i> on page 15.)</p> <p>Make sure that your ink cartridges are fresh. The following may cause ink to clog:</p> <ul style="list-style-type: none"> ■ The expiration date written on the cartridge package has passed. (Genuine Brother Innobella™ ink cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored properly before use. <p>Make sure you are using Genuine Brother Innobella™ Ink. Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.</p> <p>Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 16.)</p> <p>The recommended environment for your machine is between 68 °F to 91 °F (20 °C to 33 °C).</p>
White horizontal lines appear in text or graphics.	<p>Clean the print head. (See <i>Cleaning the print head</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i>.)</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p> <p>Try using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 16.)</p>
The machine prints blank pages.	<p>Clean the print head. (See <i>Cleaning the print head</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i>.)</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p>
Characters and lines are stacked.	Check the printing alignment. (See <i>Checking the print alignment</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)
Printed text or images are skewed.	<p>Make sure the paper is loaded properly in the paper tray and the paper side guides are adjusted correctly. (See <i>Loading paper and other print media</i> on page 9.)</p> <p>Make sure the Jam Clear Cover is closed properly.</p>
Smudged stain at the top center of the printed page.	Make sure the paper is not too thick or curled. (See <i>Acceptable paper and other print media</i> on page 16.)
Smudged stain at the right or left corner of the printed page.	Make sure the paper is not curled when you print on the back side of the paper with the Print Odd Pages and Print Even Pages settings.
Printing appears dirty or ink seems to run.	<p>Make sure you are using the recommended types of paper. (See <i>Acceptable paper and other print media</i> on page 16.) Don't handle the paper until the ink is dry.</p> <p>Make sure you are using Genuine Brother Innobella™ Ink.</p> <p>If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the Media Type in the Basic tab of the printer driver.</p>

Printing (continued)

Difficulty	Suggestions
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See <i>Cleaning the machine's printer platen</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)
	Make sure you are using Genuine Brother Innobella™ Ink.
	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 9.)
The machine prints dense lines on the page.	Check Reverse Order in the Basic tab of the printer driver.
The printouts are wrinkled.	In the printer driver Advanced tab, click Color Settings , and uncheck Bi-Directional Printing for Windows® or Bi-Directional Printing for Macintosh.
	Make sure you are using Genuine Brother Innobella™ Ink.
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver Advanced tab. Also, click Color Settings , and make sure you uncheck Color Enhancement (True2Life®) .
	Turn the borderless feature off. Borderless printing is slower than normal printing. (See <i>Printing</i> for Windows® or <i>Printing and Faxing</i> for Macintosh in the <i>Software User's Guide</i> .)
True2Life® is not working properly.	If the image data is not full color in your application (such as 256 color), True2Life® will not work. Use at least 24 bit color data with the True2Life® feature.
Photo paper does not feed properly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
	Clean the paper pick-up rollers. (See <i>Cleaning the paper pick-up rollers</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)
Machine feeds multiple pages.	Make sure the paper is loaded properly in the paper tray. (See <i>Loading paper and other print media</i> on page 9.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
There is a paper jam.	Make sure the paper length guide is set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (See <i>Printer jam or paper jam</i> on page 61.)
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See <i>Loading paper and other print media</i> on page 9.)
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See <i>Printing</i> for Windows® or <i>Printing and Faxing</i> for Macintosh in the <i>Software User's Guide</i> .)

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received color fax prints only in black & white.	Replace the color ink cartridges that have reached the end of their life, and then ask the other person to send the color fax again. (See <i>Replacing the ink cartridges</i> on page 51.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (See <i>Printing a reduced incoming fax</i> in chapter 4 in the <i>Advanced User's Guide</i> .)

Telephone Line or Connections

Difficulty	Suggestions
Dialing does not work. (No dial tone)	Check that the machine is plugged in and that the On/Off key is on.
	Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.
	(Canada only) Change the Tone/Pulse setting. (See <i>Tone/Pulse (Canada only)</i> in chapter 5 in the <i>Advanced User's Guide</i> .)
	Verify that the telephone line and jack are working by connecting a known working telephone and telephone line to the jack. Then lift the external telephone's handset and listen for a dial tone. If there is no dial tone, ask your telephone company to check the line and/or jack.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See <i>Choose the correct Receive Mode</i> on page 25.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check that the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	<p>Make sure your machine has a dial tone by pressing the Hook key. If you hear static or interference on your fax line, please contact your local telephone company.</p> <p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine. If you subscribe to DSL or VoIP services, please contact your service provider for connection instructions.</p> <p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine. (See <i>Choose the correct Receive Mode</i> on page 25.)</p> <p>If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select Fax Only mode.</p> <p>If your Brother machine shares a line with an external answering machine, you should select the External TAD mode. In External TAD mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.</p> <p>If your Brother machine shares the line with a Voice Mail subscriber service, please see <i>Voice Mail</i> on page 30.</p> <p>If your Brother machine is on a line with the Distinctive Ring subscriber service, please see <i>Distinctive Ring</i> on page 31.</p> <p>If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the Fax/Tel mode. In Fax/Tel mode, your Brother machine will automatically receive faxes and produce a pseudo/double-ring to alert you to answer voice calls.</p> <p>If you do not want your Brother machine to automatically answer any incoming faxes, you should select the Manual mode. In Manual mode, you must answer every incoming call and activate the machine to receive faxes.</p> <p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:</p> <ul style="list-style-type: none"> ■ If the answer mode is set to Fax Only or Fax/Tel, reduce the ring delay to 1 ring. (See <i>Ring Delay</i> on page 28.) ■ If the answer mode is set to External TAD, reduce the number of rings programmed on your answering machine to 2. ■ If the answer mode is set to Manual, DO NOT adjust the ring delay setting. <p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> ■ If you received the test fax successfully, your machine is operating properly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer. ■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.

Receiving Faxes (continued)

Difficulty	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly. (See <i>Connecting an external TAD (telephone answering device)</i> on page 33.)</p> <ol style="list-style-type: none"> 1 Plug the telephone line cord directly from the wall telephone jack to your Brother machine's LINE jack. 2 Remove the protective cap from your Brother machine's EXT. jack, and then plug the telephone line cord from your answering machine into the EXT. jack. 3 Set your answering machine to answer within 4 rings. If you are having problems receiving faxes or voice messages, set your answering machine to answer within 2 or 3 rings. 4 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> ■ Record five seconds of silence at the beginning of your outgoing message. ■ Limit your speaking to 20 seconds. ■ End your outgoing message with your Fax Receive Code for people sending manual faxes. For example: "After the beep, leave a message or press * 5 1 and Start to send a fax." 5 Set your answering machine to answer calls. 6 Set your Brother machine's Receive Mode to External TAD. (See <i>Choose the correct Receive Mode</i> on page 25.)
	<p>Make sure your Brother machine's Easy Receive feature is turned On. Easy Receive is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone. (See <i>Easy Receive</i> on page 29.)</p>
	<p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP). (See <i>Telephone line interference / VoIP</i> on page 73.)</p>

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	<p>Check all line cord connections. Make sure the telephone line cord is plugged into the telephone wall jack and the LINE jack of the machine.</p> <p>Make sure that the FAX  key is illuminated.</p> <p>Ask the other party to check that the receiving machine has paper.</p> <p>Print the Transmission Verification Report and check for an error. (See <i>Reports in chapter 6</i> in the <i>Advanced User's Guide</i>.)</p>
Transmission Verification Report says "RESULT:NG".	<p>There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get "RESULT:NG" on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the menu setting of Compatibility to Basic (for VoIP). (See <i>Telephone line interference / VoIP</i> on page 73.)</p>
Sent faxes are blank.	<p>Make sure you are loading the document properly. (See <i>Loading documents</i> on page 20.)</p>

Sending Faxes (continued)

Difficulty	Suggestions
Poor fax send quality.	Try changing your resolution to Fine or S.Fine . Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See <i>Cleaning the scanner</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)
Vertical black lines when sending. (MFC-J410W only)	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See <i>Cleaning the scanner</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)

Handling Incoming Calls

Difficulty	Suggestions
The machine "Hears" a voice as a CNG Tone.	If Easy Receive is set to On , your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing Stop/Exit . Try avoiding this problem by turning Easy Receive to Off . (See <i>Easy Receive</i> on page 29.)
Sending a fax call to the machine.	If you answered on an extension telephone, press your Fax Receive Code (the factory setting is * 5 1). If you answered on the external telephone (connected to the EXT. jack), press Start to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting , Call Waiting/Caller ID , Voice Mail , an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. For example: If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate telephone line with no custom features is recommended.

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy.	Make sure that the COPY  key is illuminated.
Poor copy results when using the ADF. (MFC-J410W only)	Try using the scanner glass. (See <i>Using the scanner glass</i> on page 20.)
Vertical black lines or streaks appear in copies. (MFC-J410W only)	Vertical black lines or streaks on copies are typically caused by dirt or correction fluid on the scanner. Clean the glass strip and scanner glass and the white bar and white plastic above them. (See <i>Cleaning the scanner</i> in <i>appendix A</i> in the <i>Advanced User's Guide</i> .)
Copies are blank.	Make sure you are loading the document properly. (See <i>Loading documents</i> on page 20.)
Fit to Page does not work properly.	Make sure the document is not skewed on the scanner glass. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in PaperPort™11SE with OCR, click File , Scan or Get Photo and click Select to choose the Brother TWAIN or WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click File , Select Source , TWAIN and choose the Brother TWAIN driver. Mac OS X 10.6.x users can also scan documents using the ICA Scanner Driver. See <i>Scanning a document using the ICA driver (Mac OS X 10.6.x)</i> in the <i>Software User's Guide</i> .
Poor scanning results when using the ADF. (MFC-J410W only)	Try using the scanner glass. (See <i>Using the scanner glass</i> on page 20.)
OCR does not work.	Try increasing the scanner resolution. (Macintosh users) Make sure you have finished downloading and installing Presto! PageManager from: http://nj.newsoft.com.tw/download/brother/PM7installer_BR_multilang.dmg

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows® users only) Run the Repair MFL-Pro Suite program on the Installation CD-ROM. This program will repair and reinstall the software.
“Device Busy”	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio.	To use FaceFilter Studio, you must install the FaceFilter Studio application from the Installation CD-ROM supplied with your machine. To install FaceFilter Studio see the <i>Quick Setup Guide</i> . Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned on and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

PhotoCapture Center® Difficulties

Difficulty	Suggestions
Removable Disk does not work properly.	<p>1 Have you installed the Windows® 2000 update? If not, do the following:</p> <ol style="list-style-type: none"> 1) Unplug the USB cable. 2) Install the Windows® 2000 update using one of the following methods. <ul style="list-style-type: none"> ■ Install MFL-Pro Suite from the Installation CD-ROM. (See the <i>Quick Setup Guide</i>.) ■ Download the latest service pack from the Microsoft Web site. 3) Wait about 1 minute after you restart the PC, and then connect the USB cable. <p>2 Take out the memory card and put it back in again.</p> <p>3 If you have tried "Eject" from within Windows®, take out the memory card before you continue.</p> <p>4 If an error message appears when you try to eject the memory card, it means the card is being accessed. Wait a while and then try again.</p> <p>5 If all of the above do not work, turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)</p>
Cannot access Removable Disk from Desktop icon.	Make sure that you have correctly inserted the memory card.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See <i>Borderless printing</i> and <i>Cropping</i> in <i>chapter 8</i> in the <i>Advanced User's Guide</i> .)

Network Difficulties (MFC-J265W and MFC-J410W only)

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see <i>Reports</i> in <i>chapter 6</i> in the <i>Advanced User's Guide</i>) and check the current Network settings printed in this list. (If you are using a wireless connection or are having Network problems, see the <i>Network User's Guide</i> for more information.)
The network scanning feature does not work.	(Windows® users) It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: In Name: Enter any description, for example Brother NetScan. In Port number: Enter 54925. In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. (Macintosh users) Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.
The Brother software cannot be installed.	(Windows® users) If the Security Software warning appears on the PC screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run. BrC3Rgin.exe BrnIPMon Brother Status Monitor (Network) ControlCenter Program Generic Host Process f... Setup.exe Spooler SubSystem App wdsw MFC Application (Macintosh users) Re-select your machine in the Device Selector application located in Macintosh HD/Library/Printers/Brother/Utilities/DeviceSelector or from the model list in ControlCenter2.
Cannot connect to wireless network.	Investigate the problem using WLAN Report. Press Menu key, choose Print Reports and then press OK . Choose WLAN Report. For details, see the <i>Network User's Guide</i> .
Reset the network settings.	Press Menu key, choose Network and then press OK . Choose Network Reset . For details, see the <i>Network User's Guide</i> .

Dial Tone

Setting the dial tone to Detection will shorten the dial detect pause.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose Initial Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Dial Tone. Press **OK**.
- 4 Press **▲** or **▼** to choose Detection or No Detection. Press **OK**.
- 5 Press **Stop/Exit**.

Telephone line interference / VoIP

If you are having problems sending or receiving a fax due to possible interference on the telephone line, we recommend that you change the modem speed to minimize errors in fax operations.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose Initial Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Compatibility. Press **OK**.
- 4 Press **▲** or **▼** to choose Normal or Basic (for VoIP).
 - Basic (for VoIP) reduces the modem speed to 9,600 bps and turns off ECM except for color fax sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.
 - To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to Basic (for VoIP).
 - Normal sets the modem speed at 14,400 bps.
- 5 Press **OK**.

- 5 Press **Stop/Exit**.



Note

VoIP (Voice over IP) is a type of phone system that uses an internet connection, rather than a traditional phone line.

Machine Information

Checking the serial number

You can see the machine's serial number on the LCD.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Machine Info**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Serial No.** Press **OK**.
- 4 Press **Stop/Exit**.

Reset functions

The following reset functions are available:

- 1 **Network** (MFC-J265W and MFC-J410W only)

You can reset the print server back to its default factory settings such as the password and IP address information.

- 2 **Speed Dial&Fax**

Speed Dial & Fax resets the following settings:

- **Speed Dial**
(Speed-Dial and Setup Groups)
- **Station ID**
(Name and Number)
- **Report settings**
(Transmission Verification Report, Quick Dial List and Fax Journal)
- **History**
(Caller ID history and Outgoing Call)
- **Faxes in memory**

- 3 **All Settings**

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you use this operation when you dispose of the machine.

How to reset the machine

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Initial Setup**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Reset**. Press **OK**.
- 4 Press **▲** or **▼** to choose the type of reset you want to use. Press **OK**. Press **1** to confirm.
- 5 Press **1** to reboot the machine.

C

Menu and features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

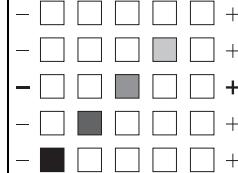
Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.

Menu ()

Level1	Level2	Level3	Options	Descriptions	Page	
Ink	Test Print	—	Print Quality Alignment	Lets you check the print quality or alignment.	See ¹ .	
	Cleaning	—	Black Color All	Lets you clean the print head.		
	Ink Volume	—	—	Lets you check the available ink volume.		
General Setup	Mode Timer	—	Off 0Sec 30Secs 1Min 2Mins* 5Mins	Sets the time to return to Fax mode.	15	
	Paper Type	—	Plain Paper* Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Sets the type of paper in the paper tray.		
	Paper Size	—	Letter* Legal A4 A5 EXE 4" x 6"	Sets the size of the paper in the paper tray.		
<p>¹ See <i>Advanced User's Guide</i>.</p>						
 The factory settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	Volume	Ring	Off Low Med* High	Adjusts the ring volume.	See ¹ .
		Beeper	Off Low* Med High	Adjusts the volume level of the beeper.	
		Speaker	Off Low Med* High	Adjusts the volume level of the speaker.	
	Auto Daylight	—	On Off*	Change this setting to On if you want the machine to change automatically for Daylight Saving Time.	
	LCD Settings	LCD Contrast	— 	Adjusts the contrast of the LCD.	
		Backlight	Light* Med Dark	You can adjust the brightness of the LCD backlight.	
		Dim Timer	Off 10Secs 20Secs 30Secs*	You can set how long the LCD backlight stays on after the last key press.	
	Sleep Mode	—	1Min 2Mins 3Mins 5Mins* 10Mins 30Mins 60Mins	You can choose how long the machine must be idle before it goes into sleep mode.	
<p>¹ See Advanced User's Guide.</p> <p> The factory settings are shown in Bold with an asterisk.</p>					

Level1	Level2	Level3	Options	Descriptions	Page
Fax	Setup Receive	Ring Delay	0 1 2 3 4*	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	28
		F/T Ring Time	20Secs* 30Secs 40Secs 70Secs	Sets the pseudo/double-ring time in Fax/Tel mode.	28
		Easy Receive	On* Off	Receives fax messages without pressing Start .	29
		Remote Codes	On* (*51, #51) Off	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	36
		Auto Reduction	On* Off	Reduces the size of incoming faxes.	See ¹ .
	Report Setting	Transmission	On On+Image Off* Off+Image	Initial setup for Transmission Verification Report and Fax Journal Report.	24
		Journal Period	Off Every 50 Faxes* Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days		See ¹ .
		Remaining Jobs	—	Check which jobs are in the memory and lets you cancel chosen jobs.	

¹ See *Advanced User's Guide*.



The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	Miscellaneous	TX Lock	—	Prohibits most functions except receiving faxes.	See ¹ .
		Distinctive	Off* Set (On)	Uses the Telephone company's Distinctive Ring subscriber service to register the ring pattern with the machine.	31
		Caller ID (USA only)	Area Code	View or print a list of the last 30 Caller IDs stored in the memory. Set up your 3-digit area code only if you do not dial it within your own area code.	See ¹ .

¹ See *Advanced User's Guide*.



The factory settings are shown in Bold with an asterisk.

Network menu
(MFC-J265W and MFC-J410W only)

Level1	Level2	Level3	Options	Descriptions	
Network	TCP/IP	BOOT Method	Auto* Static RARP BOOTP DHCP	Chooses the BOOT method that best suits your needs.	
		IP Address	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.	
		Subnet Mask	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.	
		Gateway	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.	
		Node Name	BRWXXXXXXXXXXXXXX	Enter the Node name.	
		WINS Config	Auto* Static	Chooses the WINS configuration mode.	
		WINS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.	
		DNS Server	(Primary) 000.000.000.000 (Secondary) 000.000.000.000	Specifies the IP address of the primary or secondary server.	
		APIPA	On* Off	Automatically allocates the IP address from the link-local address range.	
		Setup Wizard	—	You can manually configure your print server for a wireless network.	
		WPS/AOSS	—	You can easily configure your wireless network settings using the one-button push method.	
See <i>Network User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions
Network (Continued)	WPS w/PIN Code	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
	WLAN Status	Status	—	You can see the current wireless network status.
		Signal	—	You can see the current wireless network signal strength.
		SSID	—	You can see the current SSID.
		Comm. Mode	—	You can see the current Communication Mode.
	MAC Address	—	—	You can see your machine's MAC address from the control panel.
	WLAN Enable	—	On Off*	Lets you use the wireless network connection.
See <i>Network User's Guide</i> .				
 The factory settings are shown in Bold with an asterisk.				

Menu () (continued)

Level1	Level2	Level3	Options	Descriptions	Page	
Print Reports	Transmission	—	—	Prints these lists and reports.	24	
	Help List	—	—		See ¹ .	
	Quick Dial	—	Alphabetical Order Numerical Order			
	Fax Journal	—	—			
	User Settings	—	—			
	Network Config (MFC-J265W and MFC-J410W only)	—	—			
	WLAN Report (MFC-J265W and MFC-J410W only)	—	—			
	Caller ID hist.	—	—			
Machine Info.	Serial No.	—	—	Lets you check the serial number of your machine.	74	
Initial Setup	Receive Mode	—	Fax Only* Fax/Tel External TAD Manual	Choose the receive mode that best suits your needs.	25	
	Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See ² .	
	Station ID	—	Fax: Name:			
	Tone/Pulse (Canada only)	—	Tone* Pulse	Set your name and fax number to appear on each page you fax.		
	Dial Tone	—	Detection No Detection*	Choose the dialing mode.	See ¹ .	
	Compatibility	—	Normal* Basic (for VoIP)	You can shorten the dial tone detect pause.		
1 See <i>Advanced User's Guide</i> .						
2 See <i>Quick Setup Guide</i> .						
 The factory settings are shown in Bold with an asterisk.						

Level1	Level2	Level3	Options	Descriptions	Page
Initial Setup (Continued)	Reset	Network (MFC-J265W and MFC-J410W only)	—	Resets the print server back to its factory default settings, such as the password and IP address information.	74
		Speed Dial&Fax	—	Deletes all stored Speed Dial numbers and restores the Station ID, Quick Dial List, Transmission Verification Report and Fax Journal back to the factory default settings.	
		All Settings	—	Resets all the machine's settings back to the settings that were set at the factory.	
	Local Language (USA only)	—	English* Spanish	Allows you to change the LCD language for your country.	See ² .
	Local Language (Canada only)	—	English* French	Allows you to change the LCD language for your country.	

¹ See *Advanced User's Guide*.

² See *Quick Setup Guide*.

 The factory settings are shown in Bold with an asterisk.

FAX ()

Level1	Level2	Level3	Options	Descriptions	Page
Fax Resolution	—	—	Standard* Fine S.Fine Photo	Sets the resolution for outgoing faxes.	See ¹ .
Contrast	—	—	Auto* Light Dark	Changes the lightness or darkness of faxes you send.	
Speed Dial	Search	—	Alphabetical Order Numerical Order	You can dial by pressing only a few keys (and Start).	38
	Set Speed Dial	—	—	You can store Speed Dial numbers, so you can dial by pressing only a few keys (and Start).	40
	Setup Groups	—	—	You can set up Group numbers for Broadcasting.	See ¹ .
Outgoing Call	Send a fax Add to Speed Dial Delete	—	—	You can choose a number from the Outgoing Call history and then make a telephone call to it, send a fax to it, add it to Speed Dial, or delete it.	
Caller ID hist.	Send a fax Add to Speed Dial Delete	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	
Broadcasting	Add Number Speed Dial Complete	—	—	You can send the same fax message to more than one fax number.	
Real Time TX	—	—	On Off*	You can send a fax without using the memory.	
Overseas Mode	—	—	On Off*	If you are having difficulty sending faxes overseas, set this to On.	
Glass ScanSize	—	—	Letter* A4	Adjust the scan area of the scanner glass to the size of the document.	23
Set New Default	—	—	—	You can save your fax settings.	See ¹ .
Factory Reset	—	—	—	You can restore all settings to the factory settings.	

¹ See Advanced User's Guide.



The factory settings are shown in Bold with an asterisk.

SCAN ()

Level1	Option1	Option2	Option3	Descriptions	Page
Scan to File	—	—	—	You can scan a black & white or a color document into your computer.	See ¹ .
Scan to Media (when a memory card is inserted)	Quality	—	Color 150 dpi* Color 300 dpi Color 600 dpi B/W 200x100 dpi B/W 200 dpi	You can choose the scan resolution, file format, and enter a file name for your document.	47
	File Type	—	(If you chose color option in Quality setting) PDF* JPEG (If you chose B&W option in Quality setting) TIFF PDF*		
	File Name	—	—		
	Set New Default	—	—	You can save your scan settings as the default settings.	See ² .
	Factory Reset	—	—	You can restore all settings to the original factory default settings.	
Scan to E-mail	—	—	—	You can scan a black & white or a color document into your E-mail application.	See ¹ .
Scan to OCR ³	—	—	—	You can have your text document converted to an editable text file.	
Scan to Image	—	—	—	You can scan a color picture into your graphics application.	
¹ See <i>Software User's Guide</i> . ² See <i>Advanced User's Guide</i> . ³ (Macintosh users) This function is available after you have downloaded and installed Presto! PageManager from http://nj.newssoft.com.tw/download/brother/PM7Installer_BR_multilang.dmg					
 The factory settings are shown in Bold with an asterisk.					

COPY ()

Level1	Level2	Level3	Options	Descriptions	Page
Quality	—	—	Fast Normal* Best	Choose the Copy resolution for the next copy.	See ¹ .
Enlarge/Reduce	100%*	—	—	—	
	Enlarge	—	198% 4"x6"→A4 186% 4"x6"→LTR 104% EXE→LTR	You can choose the enlargement ratio for the next copy.	
	Reduce (MFC-J220 and MFC-J265W only)	—	97% LTR→A4 93% A4→LTR 85% LTR→EXE 83% 78% 46% LTR→4"x6"	You can choose the reduction ratio for the next copy.	
	Reduce (MFC-J410W only)	—	97% LTR→A4 93% A4→LTR 85% LTR→EXE 83% LGL→A4 78% LGL→LTR 46% LTR→4"x6"	You can choose the reduction ratio for the next copy.	
	Fit to Page	—	—	Your machine will adjust the size automatically to the paper size you set.	
	Custom (25-400%)	—	—	You can enter an enlargement or reduction ratio.	
Paper Type	—	—	Plain Paper* Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	42
¹ See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Level1	Level2	Level3	Options	Descriptions	Page
Paper Size	—	—	Letter* Legal A4 A5 EXE 4" x 6"	Choose the paper size that matches the paper in the tray.	42
Density	—	—	Dark +2 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> +1 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 0 <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> -1 <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> -2 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Light	Adjusts the density of copies.	See ¹ .
Stack/Sort (MFC-J410W only)	—	—	Stack* Sort	You can choose to stack or sort multiple copies.	
Page Layout	—	—	Off (1in1)* 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster (3x3)	You can make N in 1 or Poster copies.	
Set New Default	—	—	—	You can save your copy settings.	
Factory Reset	—	—	—	You can restore all settings to the factory settings.	
¹ See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

PHOTO CAPTURE ()

Level1	Level2	Level3	Options	Descriptions	Page
View Photo(s)	—	—	See the print settings in the following table.	You can preview your photos on the LCD.	46
Print Index	6 IMGs/Line*	Paper Type	Plain Paper*	You can print a thumbnail page.	See ¹ .
	5 IMGs/Line		Inkjet Paper Brother BP71 Brother BP61 Other Glossy		
Print Photos	—	—	See the print settings in the following table.	You can print an individual image.	
Print All Photos	—	—		You can print all photos in your memory card.	
¹ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Print Settings

Option1	Option2	Option3	Option4	Descriptions	Page
Print Quality (Does not appear when DPOF Print is chosen.)	Normal Photo*	—	—	Choose the print quality.	See ¹ .
Paper Type	Plain Paper Inkjet Paper Brother BP71 Brother BP61 Other Glossy*	—	—	Choose the paper type.	
Paper Size	Letter 4" x 6"* 5" x 7" A4	(When A4 or Letter is chosen) 3" x 4" 3.5" x 5" 4" x 6" 5" x 7" 6" x 8" Max. Size*	—	Choose the paper and print size.	
¹ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Option1	Option2	Option3	Option4	Descriptions	Page
Brightness	Light +2 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> +1 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 0 <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> * -1 <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> -2 <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Dark	—	—	Adjusts the brightness.	See ¹ .
Contrast	+2 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> +1 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 0 <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> * -1 <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> -2 <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	—	—	Adjusts the contrast.	
Cropping	On* Off	—	—	Crops the image around the margin to fit the paper size or print size. Turn this feature off if you want to print whole images or prevent unwanted cropping.	
Borderless	On* Off	—	—	Expands the printable area to fit the edges of the paper.	
Print Date (Does not appear when DPOF Print is chosen.)	On Off*	—	—	Prints the date on your photo.	
Set New Default	—	—	—	You can save your print settings.	
Factory Reset	—	—	—	You can restore all the settings to factory settings.	
¹ See Advanced User's Guide.					
 The factory settings are shown in Bold with an asterisk.					

Speed Dial (☎)

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	Alphabetical Order Numerical Order	You can search for names you have stored in the Speed Dial memory.	38
Set Speed Dial	—	—	—	You can set up Speed Dial numbers, so you can dial by pressing only a few keys (and Start).	40
Setup Groups	—	—	—	You can set up Group numbers for Broadcasting.	See ¹ .
¹ See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Redial/Pause (Redial / Pause)

Level1	Level2	Level3	Options	Descriptions	Page
Outgoing Call history	Send a fax Add to Speed Dial Delete	—	—	You can choose a number from the Outgoing Call history and then make a telephone call to it, send a fax to it, add it to Speed Dial, or delete it.	See ¹ .
Caller ID hist.	Send a fax Add to Speed Dial Delete	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	
¹ See <i>Advanced User's Guide</i> .					
 The factory settings are shown in Bold with an asterisk.					

Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad keys have three or four letters printed on keys. The keys for **0**, **#** and ***** do not have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ► once between numbers. To enter a space in a name, press ► twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear**. Re-enter the correct character. You can also back up and insert letters.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ► to move the cursor to the right before you press the key again.

Special characters and symbols

Press *****, **#** or **0**, repeatedly until you see the special character or symbol you want.

Press ***** for (space) ! " # \$ % & ' () * + , - . / €

Press **#** for : ; < = > ? @ [] ^ _

Press **0** for English: ÁÀÃÂÇÉÈÊËÍÏÓÔÖÚÙÓ

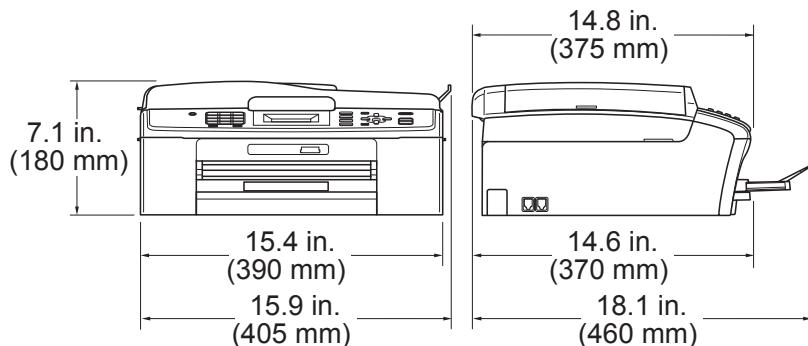
French: ÀÃÇÉÈÊËÍÏÓÔÖÚÙÓ

Spanish: ÁÉÍÑÓÚÓ

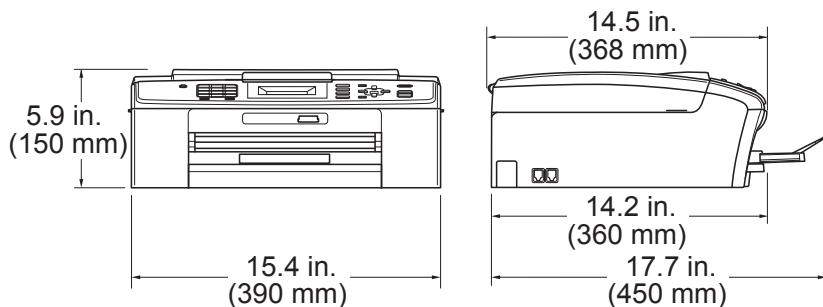
General

Printer Type	Inkjet	
Print Method	Black:	Piezo with 94 × 1 nozzle
	Color:	Piezo with 94 × 3 nozzles
Memory Capacity	32 MB	
LCD (Liquid Crystal Display)	1.9 in. (48.98 mm) STN Color LCD ¹	
Power Source	AC 100 to 120 V 50/60 Hz	
Power Consumption²	Copying Mode: Approx. 19 W ³ Standby Mode: Approx. 4 W Sleep Mode: Approx. 2.5 W Off: Approx. 0.65 W	

Dimensions (MFC-J410W)



(MFC-J220 and MFC-J265W)



Weight	(MFC-J220)	15 lb (6.8 kg)
	(MFC-J265W)	15.2 lb (6.9 kg)
	(MFC-J410W)	17.2 lb (7.8 kg)
Noise	Operating: 50 dB or less ⁴	
Temperature	Operating: 50 to 95 °F (10 to 35 °C) Best Print Quality: 68 to 91 °F (20 to 33 °C)	

Humidity	Operating: 20 to 80% (without condensation) Best Print Quality: 20 to 80% (without condensation)
ADF (automatic document feeder) (MFC-J410W only)	Up to 15 pages Paper: 20 lb (80 g/m ²) Letter or A4 size
Document Size	ADF Width (MFC-J410W only): 5.8 in. to 8.5 in. (148 mm to 215.9 mm) ADF Length (MFC-J410W only): 5.8 in. to 14 in. (148 mm to 355.6 mm) Scanner Glass Width: Max. 8.5 in. (215.9 mm) Scanner Glass Length: Max. 11.7 in. (297 mm)

¹ Measured diagonally.

² When the machine is connected using USB interface.

³ When using ADF, resolution: standard, draft: ISO/IEC24712 printed pattern. (MFC-J410W)

When resolution: standard, draft: ISO/IEC24712 printed pattern. (MFC-J220 and MFC-J265W)

⁴ Noise depends on printing conditions.

Print media

Paper Input

Paper Tray

■ Paper Type:

Plain Paper, Inkjet Paper (coated paper),
Glossy Paper¹, Transparency^{1 2} and Envelopes

■ Paper Size:

Letter, Legal, Executive, A4, A5, A6, JIS B5, Envelopes
(commercial No.10, DL, C5, Monarch, JE4), Photo 4" × 6",
Photo 2L 5" × 7", Index Card and Postcard³

Width: 3.86 in. - 8.5 in. (98 mm - 215.9 mm)

Length: 5.8 in. - 14 in. (148 mm - 355.6 mm)

For more details, see *Paper weight, thickness and capacity*
on page 19.

■ Maximum paper tray capacity:

Approx. 100 sheets of 20 lb (80 g/m²) plain paper

Paper Output

Up to 50 sheets of 20 lb (80 g/m²) plain paper (face up print delivery
to the output paper tray)¹

¹ For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

² Use only transparencies recommended for inkjet printing.

³ See *Paper type and size for each operation* on page 18.

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback 14,400 bps
Scanning Width	8.2 in. (208 mm) (Letter)
Printing Width	8.2 in. (208 mm)
Gray Scale	Levels: 64 (B&W) / 256 (Color)
Resolution	<ul style="list-style-type: none"> ■ Horizontal 203 dot/in. (8 dot/mm) ■ Vertical <p>Standard 98 line/in. (3.85 line/mm) (Black) 196 line/in. (7.7 line/mm) (Color) Fine 196 line/in. (7.7 line/mm) (Black/Color) Photo 196 line/in. (7.7 line/mm) (Black) Superfine 392 line/in. (15.4 line/mm) (Black)</p>
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 stations
Automatic Redial	1 time after 5 minutes
Memory Transmission	Up to 170 ¹ pages
Out of Paper Reception	Up to 170 ¹ pages

¹ "Pages" refers to the "ITU-T Test Chart #1" (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

Copy

Color/Black	Yes/Yes
Copy Width	Max. 8.26 in. (210 mm)
Multiple Copies	Stacks up to 99 pages
Enlarge/Reduce	Sorts up to 99 pages (MFC-J410W only) 25% to 400% (in increments of 1%)
Resolution	(Black) <ul style="list-style-type: none">■ Prints up to 1200 × 1200 dpi (Color) <ul style="list-style-type: none">■ Prints up to 600 × 1200 dpi

PhotoCapture Center®

Compatible Media¹	Memory Stick™ (16 MB - 128 MB) Memory Stick PRO™ (256 MB - 16 GB) (Not available for music data with MagicGate™) Memory Stick Duo™ (16 MB - 128 MB) Memory Stick PRO Duo™ (256 MB - 16 GB) Memory Stick Micro™ (M2™) with adapter SD (16 MB to 2 GB) SDHC (4 GB to 16 GB) microSD with adapter miniSD with adapter
Resolution	Up to 1200 × 2400 dpi
File Extension (Media Format)	DPOF (ver. 1.0, ver. 1.1), Exif DCF (up to ver. 2.1)
(Image Format)	Photo Print: JPEG ² Scan to Media: JPEG, PDF (Color) TIFF, PDF (Black & White)
Number of Files	Up to 999 files (The folder inside memory cards is also counted.)
Folder	File must be stored in the 4th folder level of the memory card.
Borderless	Letter, A4, Photo 4" × 6", Photo 2L 5" × 7" ³

¹ Memory cards and adapters are not included.

² Progressive JPEG format is not supported.

³ See *Paper type and size for each operation* on page 18.

Scanner

Color/Black	Yes/Yes
TWAIN Compliant	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7)
	Mac OS X 10.4.11, 10.5.x, 10.6.x ¹
WIA Compliant	Yes (Windows® XP ² /Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x)
Color Depth	36 bit color Processing (Input) 24 bit color Processing (Output) (Actual Input: 30 bit color/Actual Output: 24 bit color)
Resolution	Up to 19200 × 19200 dpi (interpolated) ³ Up to 1200 × 2400 dpi (optical) (Scanner Glass) Up to 1200 × 600 dpi (optical) (ADF) (MFC-J410W only)
Scanning Width	Up to 8.26 in. (210 mm)
Scanning Length	Up to 11.45 in. (291 mm)
Gray Scale	256 levels

¹ For the latest driver updates for the Mac OS X you are using, visit us at <http://solutions.brother.com/>

² Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

³ Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width	8.26 in. [8.5 in. (borderless) ¹] ³
Borderless	Letter, A4, A6, Photo 4" × 6", Index Card 5" × 8", Photo 2L 5" × 7", Postcard 1 3.9" × 5.8" ²

¹ When the Borderless feature is set to On.

² See *Paper type and size for each operation* on page 18.

³ When printing on letter size paper.

Interfaces

USB^{1 2}

Use a USB 2.0 interface cable that is no longer than 6 feet (2 m).

Wireless LAN (MFC-J265W and MFC-J410W only)

IEEE 802.11b/g (Infrastructure/Ad-hoc Mode)

¹ Your machine has a USB 2.0 Full-Speed interface. This interface is compatible with USB 2.0 Hi-Speed; however, the maximum data transfer rate will be 12 Mbits/s. The machine can also be connected to a computer that has a USB 1.1 interface.

² Third party USB ports are not supported.

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS										
Computer Platform & Operating System Version		Supported PC Software Functions	PC Interface	Processor Minimum Speed	Minimum RAM	Recommended RAM	Hard Disk Space to install			
							For Drivers			
Windows® Operating System ¹	Windows® 2000 Professional ⁵	Printing, PC Fax Send ⁴ , Scanning, Removable Disk ⁶	USB, Wireless 802.11b/g (MFC-J265W and MFC-J410W only)	Intel® Pentium® II or equivalent	64 MB	256 MB	110 MB			
	Windows® XP Home ^{2 5}				128 MB		110 MB			
	Windows® XP Professional ^{2 5}				256 MB	512 MB	110 MB			
	Windows® XP Professional x64 Edition ²			64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB	340 MB			
	Windows Vista® ²			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU	1 GB	600 MB	530 MB			
	Windows® 7 ²				1 GB (32 bit) 2 GB (64 bit)	1 GB (32 bit) 2 GB (64 bit)	650 MB			
	Windows Server® 2003 (print only via network)	Printing	Wireless 802.11b/g (MFC-J265W and MFC-J410W only)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB			
	Windows Server® 2003 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB	N/A			
	Windows Server® 2003 R2 (print only via network)			Intel® Pentium® III or equivalent		2 GB				
	Windows Server® 2003 R2 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU		1 GB				
	Windows Server® 2008 (print only via network)			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU		2 GB				
	Windows Server® 2008 R2 (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU		2 GB				
Macintosh Operating System	Mac OS X 10.4.11, 10.5.x	Printing, PC Fax Send ⁴ , Scanning, Removable Disk ⁶	USB ³ , Wireless 802.11b/g (MFC-J265W and MFC-J410W only)	PowerPC® G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB			
	Mac OS X 10.6.x			Intel® Core™ Processor	1 GB	2 GB				
Conditions:										
¹ Microsoft® Internet Explorer® 5.5 or greater. ² For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi. ³ Third party USB ports are not supported. ⁴ PC Fax supports black and white only. ⁵ PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000 and SP2 or higher for XP. ⁶ Removable disk is a function of PhotoCapture Center®.				For the latest driver updates, visit us at (in USA) www.brother.com (in Canada) www.brother.ca All trademarks, brand and product names are the property of their respective companies.						

Consumable items

Ink

The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.

Service Life of Ink Cartridge

Starter ink cartridges are in the box. The first time you install the ink cartridges the machine will use extra ink to fill the ink delivery tubes. This is a one-time process that enables high quality printing. Afterward, replacement ink cartridges will print the specified number of pages. Starter cartridge yield is approx. 65% of the yield of the LC61 replacement cartridge.

Replacement Consumables

<Black> LC61BK, <Cyan> LC61C,
<Magenta> LC61M, <Yellow> LC61Y

Black - Approximately 450 pages ¹

Cyan, Magenta, Yellow - Approximately 325 pages ¹

¹ Approx. cartridge yield is declared in accordance with ISO/IEC 24711

For more information about the replacement consumables, visit us at www.brother.com/pageyield

What is Innobella™?

Innobella™ is a range of genuine consumables offered by Brother. The name "Innobella™" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.



When you print photo images, Brother recommends Innobella™ glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella™ Ink and paper.

Network (MFC-J265W and MFC-J410W only)



Note

For details about the full Network specifications, see the *Network User's Guide*.

LAN	You can connect your machine to the network for Printing, Scanning, PC Fax Send, and access to photos from PhotoCapture Center® ¹ . Also included is Brother BRAdmin Light ² Network Management software.	
Wireless Network Security	SSID (32 chr), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Setup Support Utility	AOSS™	Yes
	WPS	Yes

¹ See the Computer Requirements chart on page 101.

² If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from <http://solutions.brother.com/>

A

Accessories and supplies	ii
ADF (automatic document feeder)	20
Answering machine (TAD)	33
connecting	34
Apple Macintosh	
See Software User's Guide.	
Automatic	
fax receive	25
Easy Receive	29

B

Brother	
accessories and supplies	ii
Brother numbers	i
CreativeCenter	4
Customer Service	i
FAQs (frequently asked questions)	i
product support	i
service centers	i
Solutions Center	i
warranties	iii, iv

C

Connecting	
external TAD	
(answer machine)	33, 34
external telephone	35
Consumable items	102
Control panel overview	6
ControlCenter	
See Software User's Guide.	
Copy	
paper size	42
paper type	42
using ADF	20
using scanner glass	20
Cordless telephone (non-Brother)	36
Custom Ringing	31, 32
Custom telephone features on a single line	69

D

Data Ident-A-Call	30
Dialing	
a pause	39
manual	38
Speed Dial	38
Distinctive Ring	31
setting ring pattern	32
turning off	33
Document	
loading	20, 21

E

Easy Receive	29
Envelopes	11, 12, 18, 19
Error messages on LCD	54
B&W Print Only	54
Cannot Detect	55
Cannot Print	55
Comm. Error	55
Cover is Open	55
Data Remaining	55
Document Jam	55
DR Mode in Use	55
Ink Absorber Full	56
Ink Absorber NearFull	56
Ink Low	57
No Ink Cartridge	57
No Paper Fed	57
Not Registered	38, 57
Out of Memory	58
Paper Jam	58
Unable to Clean	58
Unable to Init.	58
Unable to Print	58
Unable to Scan	58
Extension telephone, using	36
External telephone, connecting	35

F

Fax codes	
changing	37
Fax Receive Code	29, 36
Telephone Answer Code	36
using	36
Fax, from PC	
See Software User's Guide.	
Fax, stand-alone	
receiving	25
difficulties	66, 67
Easy Receive	29
F/T Ring Time, setting	28
from extension telephone	36
from external telephone	36
Ring Delay, setting	28
telephone line interference	73
sending	22
color fax	23
difficulties	68
telephone line interference	73
Fax/Tel mode	
answering at extension telephones	36
Fax Receive Code	36
Ring Delay	28
Telephone Answer Code	36

G

Gray scale	95, 98
------------	--------

H

Help	
LCD messages	75
Menu Table	76
Hook key	6

I

Ident-A-Call	30
Ident-A-Ring	30
Ink cartridges	
ink dot counter	51
replacing	51
Innobella™	102

J

Jacks	
EXT	
External telephone	35
Jams	
document	60
paper	61

L

LCD (Liquid Crystal Display)	7, 75
------------------------------	-------

M

Macintosh	
See Software User's Guide.	
Maintenance, routine	
replacing ink cartridges	51
Manual	
dialing	38
receive	25
Mode, entering	
Copy	6
Fax	6
Photo Capture	6
Scan	6
Multi-line connections (PBX)	35

N

Network	
Printing	
See Network User's Guide.	
Scanning	
See Software User's Guide.	

P

Paper	16, 94
capacity	19
loading	9, 11
loading envelopes and postcards	11
printable area	14
size	15
size of document	20
type	15, 18
PaperPort™11SE with OCR	
See Software User's Guide. See also Help in the PaperPort™11SE application.	
Personalized Ring	31
PhotoCapture Center®	
from PC	
See Software User's Guide.	
Memory Stick PRO™	43
Memory Stick™	43
Preview photos	46
Print settings	
Quality	46
Scan to Media	
change file name	47
SD	43
SDHC	43
specifications	97
Presto! PageManager	
See Software User's Guide. See also Help in the Presto! PageManager application.	
Print	
difficulties	63, 66
printable area	14
resolution	99
specifications	99
Printing	
on small paper	13
See Software User's Guide.	
Programming your machine	75

Q

Quick Dial	
Group dial	
changing	40
Search	38
Speed Dial	
changing	40
setting up	40
using	38

R

Receive Mode	
External TAD	25
Fax Only	25
Fax/Tel	25
Manual	25
Redial/Pause	39
Remote Setup	
See Software User's Guide.	
Resolution	
copy	96
fax	95
print	99
scan	98
Ring Delay, setting	28
RingMaster	31

S

Scannable area	21
Scanning	
See Software User's Guide.	
Serial Number	
how to find	See inside front cover
SimpleBiz Fax & Alternative Number	
Ringing	30
Smart Ring	31
Speed Dial	
changing	40
setting up	40
using	38

T

TAD (telephone answering device),	
external	25, 33
connecting	33, 34
receive mode	25
recording OGM	35
Teen Ring	30
Telephone line	
connections	34
difficulties	66
interference	73
multi-line (PBX)	35
Text, entering	91
special characters	91
Transferring your faxes or	
Fax Journal report	59
Transparencies	16, 18, 19, 94
Troubleshooting	63
document jam	60
error messages on LCD	54
if you are having difficulty	
copying	69
incoming calls	69
Network	72
phone line or connections	66
PhotoCapture Center®	71
printing	63
printing received faxes	66
receiving faxes	67
scanning	70
software	70
paper jam	61

V

Voice Mail	30
------------------	----

W

Warranties	
Notice-Disclaimer	iii
USA	iv
Windows®	
See Software User's Guide.	
Wireless Network	
See Quick Setup Guide and Network	
User's Guide.	
World Wide Web	i

Brother International Corporation
100 Somerset Corporate Boulevard
P.O. Box 6911
Bridgewater, NJ 08807-0911 USA

Brother International Corporation (Canada) Ltd.
1 rue Hôtel de Ville,
Dollard-des-Ormeaux, QC, Canada H9B 3H6

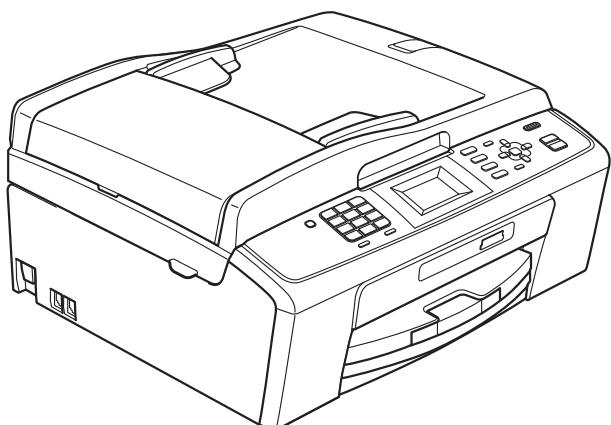
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These machines are made for use in the USA and Canada only. We cannot recommend using them overseas because it may violate the Telecommunications Regulations of that country and the power requirements of your multi-function center may not be compatible with the power available in foreign countries. **Using USA or Canada models overseas is at your own risk and may void your warranty.**

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ADVANCED USER'S GUIDE



**MFC-J220
MFC-J265W
MFC-J270W
MFC-J410W
MFC-J415W**

Version 0

USA/CAN

User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Please read the Safety Instructions before you set up your machine.	Printed / In the box
Quick Setup Guide	Read this Guide first. Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Fax, Copy, Scan and PhotoCapture Center® operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, and printing reports. Perform routine maintenance.	PDF file / Documentation CD-ROM
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning (MFC-J265W, MFC-J270W, MFC-J410W and MFC-J415W only), PhotoCapture Center®, PC-Fax Send, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM
Network User's Guide (MFC-J265W, MFC-J270W, MFC-J410W and MFC-J415W only)	This Guide provides more advanced information for configuring the Wireless network connections. In addition, find information about network utilities, network printing, troubleshooting tips and supported network specifications.	PDF file / Documentation CD-ROM

Table of Contents

1	General setup	1
	Memory storage.....	1
	Volume Settings.....	1
	Ring Volume	1
	Beeper Volume.....	2
	Speaker Volume	2
	Automatic Daylight Saving Time.....	3
	Sleep Mode	3
	LCD screen.....	4
	LCD Contrast.....	4
	Setting the backlight brightness.....	4
	Setting the Dim Timer for the backlight	4
	Mode Timer.....	5
2	Security features	6
	TX Lock	6
	Setting and changing the TX Lock password	6
	Turning TX Lock on/off	7
3	Sending a fax	8
	Additional sending options	8
	Sending faxes using multiple settings	8
	Contrast.....	8
	Changing fax resolution.....	9
	Setting your changes as the new default.....	9
	Restoring fax settings to the factory settings	9
	Additional sending operations.....	10
	Sending a fax manually	10
	Sending a fax at the end of a conversation	10
	Dual Access (Black & White only)	10
	Broadcasting (Black & White only)	11
	Real Time Transmission.....	12
	Overseas Mode	12
	Checking and canceling waiting jobs.....	13
4	Receiving a fax	14
	Additional receiving operations.....	14
	Printing a reduced incoming fax	14
	Receiving a fax at the end of a conversation.....	14
	Receiving faxes into memory when paper tray is empty	14

5	Dialing and storing numbers	15
Voice operations	15	
Tone or Pulse (Canada only)	15	
Fax/Tel mode	15	
Caller ID	15	
Special line considerations	16	
Additional dialing operations	18	
Outgoing Call	18	
Caller ID history	18	
Dialing access codes and credit card numbers	19	
Additional ways to store numbers	20	
Storing Speed Dial numbers from Outgoing Calls	20	
Storing Speed Dial numbers from the Caller ID history	20	
Setting up groups for broadcasting	21	
6	Printing reports	23
Fax reports	23	
Transmission Verification Report	23	
Fax Journal (activity report)	23	
Reports	24	
How to print a report	24	
7	Making copies	25
Copy settings	25	
Stop copying	25	
Changing copy quality	25	
Enlarging or reducing the copied image	26	
Making N in 1 copies or a poster (Page Layout)	27	
Sorting copies using the ADF (MFC-J410W and MFC-J415W only)	28	
Adjusting Density	28	
Setting your changes as the new default	29	
Restoring all settings to the factory settings	29	

8	PhotoCapture Center®: Printing photos from a memory card	30
	PhotoCapture Center® operations	30
	Memory cards folder structures	30
	Print Images.....	31
	Print Index (Thumbnails)	31
	Printing Photos	31
	Print All Photos	32
	DPOF printing	33
	PhotoCapture Center® print settings	33
	Print Quality	34
	Paper options	34
	Adjusting Brightness, Contrast and Color.....	35
	Cropping	35
	Borderless printing.....	36
	Print Date.....	36
	Setting your changes as the new default.....	36
	Restoring all settings to the factory settings	36
	Scan to a memory card.....	37
	How to set a new default	37
	How to reset to the factory settings	37
A	Routine maintenance	38
	Cleaning and checking the machine	38
	Cleaning the outside of the machine	38
	Cleaning the scanner.....	39
	Cleaning the machine's printer platen	40
	Cleaning the paper pick-up rollers	40
	Cleaning the print head	41
	Checking the print quality	41
	Checking the print alignment	42
	Checking the ink volume	43
	Packing and shipping the machine	43
B	Glossary	46
C	Index	50

Memory storage

Even if there is a power failure, you will not lose the settings you have chosen using the **Menu** key because they are stored permanently. Also, you will not lose your settings in the **FAX**, **COPY** and **PHOTO CAPTURE** mode key menus if you have chosen **Set New Default**. You may have to reset the date and time.

Volume Settings

Ring Volume

You can choose a range of ring volume levels, from **High** to **Off**.

While the machine is idle, press **◀** or **▶** to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions below:

Setting the Ring Volume from the menu

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **General Setup**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Volume**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Ring**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Low**, **Med**, **High** or **Off**. Press **OK**.
- 6 Press **Stop/Exit**.

Beeper Volume

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax.

You can choose a range of beeper volume levels, from **High** to **Off**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Volume. Press **OK**.
- 4 Press **▲** or **▼** to choose Beeper. Press **OK**.
- 5 Press **▲** or **▼** to choose Low, Med, High or Off. Press **OK**.
- 6 Press **Stop/Exit**.

Speaker Volume

You can choose a range of speaker volume levels, from **High** to **Off**.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Volume. Press **OK**.
- 4 Press **▲** or **▼** to choose Speaker. Press **OK**.
- 5 Press **▲** or **▼** to choose Low, Med, High or Off. Press **OK**.
- 6 Press **Stop/Exit**.

You can also adjust the speaker volume by pressing **Hook**.

- 1 Press **Hook**.
- 2 Press **◀** or **▶**. This setting will stay until you change it again.
- 3 Press **Hook**.

Automatic Daylight Saving Time

You can set the machine to change automatically for daylight saving time. It will reset itself forward one hour in the Spring and backward one hour in the Fall. Make sure you have set the correct date and time in the Date&Time setting.

The factory setting is **Off**, so you will have to turn on Automatic Daylight Saving Time as follows.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Auto Daylight. Press **OK**.
- 4 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 5 Press **Stop/Exit**.

Sleep Mode

You can choose how long the machine must be idle (from 1 to 60 minutes) before it goes into sleep mode. The timer will restart if any operation is carried out on the machine.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Sleep Mode. Press **OK**.
- 4 Press **▲** or **▼** to choose 1Min, 2Mins, 3Mins, 5Mins, 10Mins, 30Mins or 60Mins. Press **OK**.
- 5 Press **Stop/Exit**.

LCD screen

LCD Contrast

You can adjust the LCD contrast for a sharper and more vivid display. If you are having difficulty reading the LCD, try changing the contrast setting.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose LCD Settings. Press **OK**.
- 4 Press **▲** or **▼** to choose LCD Contrast. Press **OK**.
- 5 Press **◀** to change darker or press **▶** to change lighter. Press **OK**.
- 6 Press **Stop/Exit**.

Setting the backlight brightness

You can adjust the brightness of the LCD backlight. If you are having difficulty reading the LCD, try changing the brightness setting.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose LCD Settings. Press **OK**.
- 4 Press **▲** or **▼** to choose Backlight. Press **OK**.
- 5 Press **▲** or **▼** to choose Light, Med or Dark. Press **OK**.
- 6 Press **Stop/Exit**.

Setting the Dim Timer for the backlight

You can set how long the LCD backlight stays on after you go back to the Ready screen.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose LCD Settings. Press **OK**.
- 4 Press **▲** or **▼** to choose Dim Timer. Press **OK**.
- 5 Press **▲** or **▼** to choose 10Secs, 20Secs, 30Secs or Off. Press **OK**.
- 6 Press **Stop/Exit**.

Mode Timer

The machine has four temporary mode keys on the control panel: **FAX**, **SCAN**, **COPY** and **PHOTO CAPTURE**. You can change the amount of time the machine takes after the last Scan, Copy or PhotoCapture operation before it returns to Fax mode. If you choose **Off**, the machine stays in the mode you used last.



- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose General Setup. Press **OK**.
- 3 Press **▲** or **▼** to choose Mode Timer. Press **OK**.
- 4 Press **▲** or **▼** to choose 0Sec, 30Secs, 1Min, 2Mins, 5Mins or Off. Press **OK**.
- 5 Press **Stop/Exit**.

TX Lock

TX Lock lets you prevent unauthorized access to the machine.

While TX Lock is On, the following operations are available:

- Receiving faxes

While TX Lock is On, the following operations are NOT available:

- Sending faxes
- Copying
- PC printing
- Scanning
- PhotoCapture
- Operation from the Control panel



If you forget the TX Lock password, please call Brother Customer Service. (See *Brother numbers* on page i in the *Basic User's Guide*.)

Setting and changing the TX Lock password



Note

If you have already set the password, you will not need to set it again.

Setting the password

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**. Press **OK**.
- 4 Press **▲** or **▼** to choose **TX Lock**. Press **OK**.
- 5 Enter a 4-digit number for the password. Press **OK**.
- 6 When the LCD shows **Verify:**, re-enter the password. Press **OK**.
- 7 Press **Stop/Exit**.

Changing the password

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **TX Lock**.
Press **OK**.
- 5 Press **▲** or **▼** to choose **Set Password**.
Press **OK**.
- 6 Enter a 4-digit number for the current password.
Press **OK**.
- 7 Enter a 4-digit number for a new password.
Press **OK**.
- 8 When the LCD shows **Verify:**,
re-enter the password.
Press **OK**.
- 9 Press **Stop/Exit**.

Turning TX Lock on/off

Turning TX Lock on

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **TX Lock**.
Press **OK**.
- 5 Press **▲** or **▼** to choose **Set TX Lock**.
Press **OK**.
- 6 Enter the registered 4-digit password.
Press **OK**.
The machine goes offline and the LCD shows **TX Lock Mode**.

Turning TX Lock off

- 1 Press **Menu**.
- 2 Enter the registered 4-digit password.
Press **OK**.
TX Lock is automatically turned off.



Note

If you enter the wrong password, the LCD shows **Wrong Password** and stays offline. The machine will stay in TX Lock mode until the registered password is entered.

Additional sending options

Sending faxes using multiple settings

When you send a fax you can choose any combination of these settings: resolution, contrast, scan size etc.

- 1 Press  (FAX).

The LCD shows:



- 2 Press **▲** or **▼** to choose a setting you want to change. Press **OK**.
- 3 Press **▲** or **▼** to choose an option. Press **OK**.
- 4 Repeat steps 2 to 3 to change more settings.



Note

- Most settings are temporary and the machine returns to its default settings after you send a fax.
- You can save some of the settings you use most often by setting them as default. These settings will stay until you change them again. (See *Setting your changes as the new default* on page 9.)

Contrast

If your document is very light or very dark, you may want to change the contrast. For most documents the factory setting **Auto** can be used. It automatically chooses the suitable contrast for your document.

Choose **Light** when sending a light document.

Choose **Dark** when sending a dark document.

- 1 Press  (FAX).

- 2 Press **▲** or **▼** to choose **Contrast**. Press **OK**.

- 3 Press **▲** or **▼** to choose **Auto**, **Light** or **Dark**. Press **OK**.



Note

Even if you choose **Light** or **Dark**, the machine will send the fax using the **Auto** setting in any of the following conditions:

- When you send a color fax.
- When you choose **Photo** as the **Fax Resolution**.

Changing fax resolution

The quality of a fax can be improved by changing the fax resolution.

- 1 Press  (FAX).
- 2 Press ▲ or ▼ to choose Fax Resolution. Press OK.
- 3 Press ▲ or ▼ to choose the resolution you want. Press OK.



Note

You can choose four different resolution settings for black & white faxes and two for color faxes.

Black & White	
Standard	Suitable for most typed documents.
Fine	Good for small print and transmits a little slower than Standard resolution.
S.Fine	Good for small print or artwork and transmits slower than Fine resolution.
Photo	Use when the document has varying shades of gray or is a photograph. Photo has the slowest transmission.

Color	
Standard	Suitable for most typed documents.
Fine	Use when the document is a photograph. The transmission time is slower than Standard resolution.

If you choose S.Fine or Photo and then use the **Color Start** key to send a fax, the machine will send the fax using the Fine setting.

Setting your changes as the new default

You can save the fax settings for Fax Resolution, Contrast, Real Time TX and Glass ScanSize you use most often by setting them as default. These settings will stay until you change them again.

- 1 Press  (FAX).
- 2 Press ▲ or ▼ to choose the setting you want to change, and press OK. Then press ▲ or ▼ to choose your new option. Press OK.
- 3 Repeat this step for each setting you want to change.
- 4 After changing the last setting, press ▲ or ▼ to choose Set New Default. Press OK.
- 5 Press 1 to choose Yes.
- 6 Press Stop/Exit.

Restoring fax settings to the factory settings

You can restore the fax settings Fax Resolution, Contrast, Real Time TX, and Glass ScanSize, that you have changed, to the factory settings. These settings will stay until you change them again.

- 1 Press  (FAX).
- 2 Press ▲ or ▼ to choose Factory Reset. Press OK.
- 3 Press 1 to choose Yes.
- 4 Press Stop/Exit.

Additional sending operations

Sending a fax manually

Manual transmission lets you hear the dialing, ringing and fax-receiving tones while sending a fax.



Note

(MFC-J410W and MFC-J415W only)

To send a multiple page fax, use the ADF.

- 1 Press (FAX).
- 2 Load your document.
- 3 To listen for a dial tone press **Hook** or pick up the handset of the external telephone.
- 4 Dial the fax number.
- 5 When you hear the fax tone, press **Black Start** or **Color Start**.
If you are using the scanner glass press **1** on the machine to send a fax.
- 6 If you picked up the handset of the external telephone, replace it.

Sending a fax at the end of a conversation

At the end of a conversation you can send a fax to the other party before you both hang up.

- 1 Ask the other party to wait for fax tones (beeps) and then to press the Start or Send key before hanging up.
- 2 Press (FAX).
- 3 Load your document.
- 4 Press **Black Start** or **Color Start**.
 - If you are using the scanner glass, press **1** to send a fax.
- 5 Replace the handset of the external phone.

Dual Access (Black & White only)

You can dial a number and start scanning the fax into memory—even when the machine is sending from memory, receiving faxes or printing PC data. The LCD shows the new job number and available memory.

The number of pages you can scan into the memory will vary depending on the data that is printed on them.



Note

If the **Out of Memory** message appears while scanning a document, press **Stop/Exit** to cancel or **Black Start** to send the scanned pages.

Broadcasting (Black & White only)

Broadcasting is when the same fax message is automatically sent to more than one fax number. You can include Groups, Speed Dial numbers, and up to 50 manually dialed numbers in the same broadcast.

After the broadcast is finished, a Broadcast Report will be printed.

- 1 Press  (FAX).
- 2 Load your document.
- 3 Press **▲** or **▼** to choose Broadcasting. Press **OK**.
- 4 You can add numbers to the broadcast in the following ways:
 - Press **▲** or **▼** to choose Add Number and press **OK**. Enter a number using dial pad.
Press **OK**.
 - Press **▲** or **▼** to choose Speed Dial and **OK**. Press **▲** or **▼** to choose Alphabetical Order or Numerical Order and **OK**.
Press **▲** or **▼** to select a number and **OK**.
- 5 After you have entered all the fax numbers by repeating step 4, press **▲** or **▼** to choose Complete. Press **OK**.
- 6 Press **Black Start**.



Note

- If you did not use up any of the numbers for Groups, you can broadcast faxes to as many as 90 different numbers.
- The machine's available memory will vary depending on the types of jobs in the memory and the number of locations used for broadcasting. If you broadcast to the maximum number available, you will not be able to use dual access.
- If the Out of Memory message appears, press **Stop/Exit** to stop the job. If more than one page has been scanned, press **Black Start** to send the portion that is in the machine's memory.

Canceling a Broadcast in progress

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose Remaining Jobs. Press **OK**.
The LCD will show the fax number being dialed and the Broadcast job number.
- 4 Press **OK**.
The LCD will ask you the following question:
Cancel Job?
Yes → Press 1
No → Press 2
- 5 Press **1** to cancel the fax number being dialed.
The LCD will then show the Broadcast job number.
- 6 Press **OK**.
The LCD will ask you the following question:
Cancel Job?
Yes → Press 1
No → Press 2

- 7 To cancel the Broadcast, press 1.
- 8 Press **Stop/Exit**.

Real Time Transmission

When you are sending a fax, the machine will scan the document into the memory before sending it. Then, as soon as the telephone line is free, the machine will start dialing and sending.

Sometimes, you may want to send an important document immediately, without waiting for memory transmission. You can do this by turning on Real Time TX.

- 1 Press  **(FAX)**.
- 2 Press **▲** or **▼** to choose **Real Time TX**. Press **OK**.
- 3 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.



Note

- (MFC-J410W and MFC-J415W only)
If the memory is full and you are sending a black & white fax from the ADF, the machine will send the document in real time (even if Real Time TX is set to Off). Faxes from the scanner glass cannot be sent until you clear some of the memory.
- In Real Time Transmission, the automatic redial feature does not work when you are using the scanner glass.

Overseas Mode

If you are having difficulty sending a fax overseas due to possible interference on the telephone line, we recommend that you turn on the Overseas mode. After you send a fax using this feature, the feature will turn itself off.

- 1 Press  **(FAX)**.
- 2 Load your document.
- 3 Press **▲** or **▼** to choose **Overseas Mode**. Press **OK**.
- 4 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.

Checking and canceling waiting jobs

You can check which jobs are still waiting in the memory to be sent and cancel a job.
(If there are no jobs, the LCD shows
No Jobs Waiting.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose
Remaining Jobs.
Press **OK**.
Any waiting jobs appear on the LCD.
- 4 Press **▲** or **▼** to scroll through the jobs
and choose the job you want to cancel.
Press **OK**.
- 5 Do one of the following:
 - To cancel, press **1** to choose **Yes**.
If you want to cancel another job go
to step **4**.
 - To exit without canceling, press **2** to
choose **No**.
- 6 Repeat steps **4** and **5** for each job you
want to cancel.
- 7 When you are finished, press **Stop/Exit**.

Additional receiving operations

Printing a reduced incoming fax

If you choose **On**, the machine automatically reduces each page of an incoming fax to fit on one page of Letter, Legal or A4 size paper. The machine calculates the reduction ratio by using the page size of the fax and your Paper Size setting. (See *Paper Size* in *chapter 2* in the *Basic User's Guide*.)

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Setup Receive**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Auto Reduction**. Press **OK**.
- 5 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 6 Press **Stop/Exit**.

Receiving a fax at the end of a conversation

At the end of a conversation, you can ask the other party to fax you information before you both hang up.

- 1 Ask the other party to place the document in their machine and to press the **Start** or **Send** key.
- 2 When you hear the other machine's CNG tones (slowly repeating beeps), press **Black Start** or **Color Start**.
- 3 Press **2** to receive the fax.
- 4 Replace the handset of the external telephone.

Receiving faxes into memory when paper tray is empty

As soon as the paper tray becomes empty during fax reception, the LCD shows **No Paper Fed**. Put some paper in the paper tray. (See *Loading paper and other print media* in *chapter 2* in the *Basic User's Guide*.)

The machine will carry on receiving the fax, with the remaining pages being stored in memory, if enough memory is available.

Further incoming faxes will also be stored in memory until the memory is full. When the memory is full the machine will stop automatically answering calls. To print the faxes, put fresh paper in the tray.

Voice operations

Voice calls can be made either with an external telephone, by dialing manually, or by using Quick Dial numbers.

Tone or Pulse (Canada only)

If you have a Pulse dialing service, but need to send tone signals (for example, for telephone banking), follow the instructions below:

- 1 Pick up the handset of an external telephone or press **Hook**.
- 2 Press **#** on the machine's control panel. Any digits dialed after this will send tone signals.

When you hang up, the machine will return to the Pulse dialing service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring (pseudo/double-ringing) to alert you to pick up a voice call.

If you are at the extension telephone, you'll need to lift the handset during the F/T Ring and then press **# 5 1** between the pseudo/double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing *** 5 1**.

If you are at the machine, lift the external telephone's handset, and then press **Hook** to answer.

Caller ID

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. Call your telephone company for details. This service shows the telephone number, or name if it is available, of your caller as the line rings.

After a few rings, the LCD shows the telephone number of your caller (and name, if available). Once you answer a call, the Caller ID information disappears from the LCD, but the call information stays stored in the Caller ID memory.

You can view the list or choose one of these numbers to fax to, add to Speed Dial, or delete from the history. (See *Caller ID history* on page 18.)

- You can see the first 18 characters of the number (or name).
- The **# Unavailable** message means the call originated outside your Caller ID service area.
- The **Private Call** message means the caller has intentionally blocked transmission of information.

You can print a list of the Caller ID information received by your machine. (See *How to print a report* on page 24.)

Note

- This feature may not be available in certain areas of the USA and Canada.
- The Caller ID service varies with different carriers. Call your local telephone company to find out about the kind of service available in your area.

Setting up your area code (USA only)

When returning calls from the Caller ID history your machine will automatically dial “1” plus the area code for all calls. If your local dialing plan requires that the “1” not be used for calls within your area code enter your area code in this setting. With the area code setting, calls returned from the Caller ID history to your area code will be dialed using 10 digits (area code + 7-digit number). If your dialing plan does not follow the standard 1 + area code + 7-digit number dialing system for calling outside your area code, you may experience problems returning calls automatically from the Caller ID history. If this is not the procedure followed by your dialing plan, you will not be able to return calls automatically.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Miscellaneous**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **Caller ID**.
Press **OK**.
- 5 Use the dial pad to enter your area code.
Press **OK**.
- 6 Press **Stop/Exit**.

Special line considerations

Roll-over telephone lines

A roll-over telephone system is a group of two or more separate telephone lines that pass incoming calls to each other if they are busy. The calls are usually passed down or “rolled over” to the next available telephone line in a preset order.

Your machine can work in a roll-over system as long as it is the last number in the sequence, so the call cannot roll away. Do not put the machine on any of the other numbers; when the other lines are busy and a second fax call is received, the fax call will be sent to a line that does not have a fax machine. **Your machine will work best on a dedicated line.**

Two-line telephone system

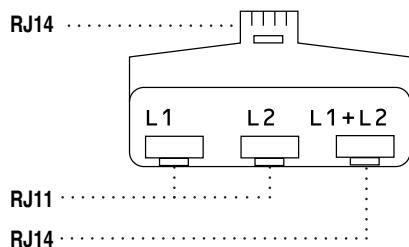
A two-line telephone system is nothing more than two separate telephone numbers on the same wall outlet. The two telephone numbers can be on separate jacks (RJ11) or mixed into one jack (RJ14). Your machine must be plugged into an RJ11 jack. RJ11 and RJ14 jacks may be equal in size and appearance and both may contain four wires (black, red, green, yellow). To test the type of jack, plug in a two-line telephone and see if it can access both lines. If it can, you must separate the line for your machine. (See *Easy Receive* in chapter 5 in the *Basic User's Guide*.)

Converting telephone wall outlets

There are three ways to convert to an RJ11 jack. The first two ways may require help from the telephone company. You can change the wall outlets from one RJ14 jack to two RJ11 jacks. Or you can have an RJ11 wall outlet installed and slave or jump one of the telephone numbers to it.

The third way is the easiest: Buy a triplex adapter. You can plug a triplex adapter into an RJ14 outlet. It separates the wires into two separate RJ11 jacks (Line 1, Line 2) and a third RJ14 jack (Lines 1 and 2). If your machine is on Line 1, plug the machine into L1 of the triplex adapter. If your machine is on Line 2, plug it into L2 of the triplex adapter.

Triplex Adapter

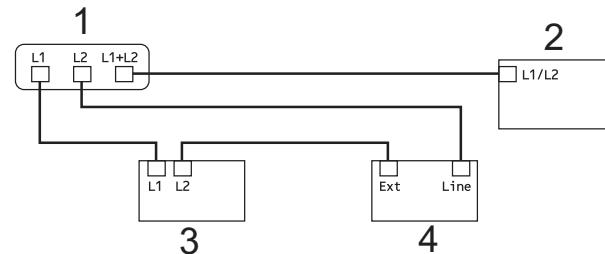


Installing machine, external two-line TAD and two-line telephone

When you are installing an external two-line telephone answering device (TAD) and a two-line telephone, your machine must be isolated on one line at both the wall jack and at the TAD. The most common connection is to put the machine on Line 2, which is explained in the following steps. The back of the two-line TAD must have two telephone jacks: one labeled L1 or L1/L2, and the other labeled L2. You will need at least three telephone line cords, the one that came with your machine and two for your external two-line TAD. You will need a fourth line cord if you add a two-line telephone.

- 1 Put the two-line TAD and the two-line telephone next to your machine.

- 2 Plug one end of the telephone line cord for your machine into the L2 jack of the triplex adapter. Plug the other end into the LINE jack on the back of the machine.
- 3 Plug one end of the first telephone line cord for your TAD into the L1 jack of the triplex adapter. Plug the other end into the L1 or L1/L2 jack of the two-line TAD.
- 4 Plug one end of the second telephone line cord for your TAD into the L2 jack of the two-line TAD. Plug the other end into the EXT. jack on the left side of the machine.



- 1 Triplex Adapter
- 2 Two Line Telephone
- 3 External Two Line TAD
- 4 Machine

You can keep two-line telephones on other wall outlets as always. There are two ways to add a two-line telephone to the machine's wall outlet. You can plug the telephone line cord from the two-line telephone into the L1+L2 jack of the triplex adapter. Or you can plug the two-line telephone into the TEL jack of the two-line TAD.

Additional dialing operations

Outgoing Call

The last 30 numbers you sent a fax to will be stored in the outgoing call history. You can choose one of these numbers to fax to, add to Speed Dial, or delete from the history.

1 Press **Redial/Pause**.

You can also choose Outgoing Call by pressing  (FAX).

2 Press **▲** or **▼** to choose the number you want.

Press **OK**.

3 Do one of the following:

■ To send a fax, press **▲** or **▼** to choose Send a fax.

Press **OK**.

Press **Black Start** or **Color Start**.

■ If you want to store the number, press **▲** or **▼** to choose Add to Speed Dial.

Press **OK**.

(See *Storing Speed Dial numbers from Outgoing Calls* on page 20.)

■ Press **▲** or **▼** to choose Delete.

Press **OK**.

Press **1** to confirm.

4 Press **Stop/Exit**.

Caller ID history

This feature requires the Caller ID subscriber service offered by many local telephone companies. (See *Caller ID* on page 15.)

The number, or name if available, from the last 30 faxes and telephone calls you received will be stored in the Caller ID history. You can view the list or choose one of these numbers to fax to, add to Speed Dial or delete from the history. When the thirty-first call comes into the machine, it replaces information about the first call.



Note

If you are not a Caller ID subscriber, Caller ID history only allows you to view and delete the dates of calls.

1 Press **Redial/Pause** and press *****.

You can also choose Caller ID hist. by pressing  (FAX).

2 Press **▲** or **▼** to choose the number you want.

Press **OK**.

3 Do one of the following:

■ To send a fax, press **▲** or **▼** to choose Send a fax.

Press **OK**.

Press **Black Start** or **Color Start**.

■ If you want to store the number, press **▲** or **▼** to choose Add to Speed Dial.

Press **OK**.

(See *Storing Speed Dial numbers from Outgoing Calls* on page 20.)

■ Press **▲** or **▼** to choose Delete.

Press **OK**.

Press **1** to confirm.

4 Press **Stop/Exit**.

**Note**

- (USA only) If you redial from the Caller ID history outside your area code, you must set up your AREA CODE in advance. (See *Setting up your area code (USA only)* on page 16.)
- You can print the Caller ID List. (See *How to print a report* on page 24.)

Dialing access codes and credit card numbers

Sometimes, you may want to choose from several long distance carriers when you send a fax. Rates may vary depending on the time and destination. To take advantage of low rates, you can store the access codes of long-distance carriers and credit card numbers as Speed Dial numbers. You can store these long dialing sequences by dividing them and setting them up as separate Speed Dial numbers in any combination. You can even include manual dialing using the dial pad. (See *Storing Speed Dial numbers* in chapter 7 in the *Basic User's Guide*.)

For example, you might have stored "555" on Speed Dial: 03 and "7000" on Speed Dial: 02. You can use them both to dial "555-7000" if you press the following keys:

- 1 Press **(Speed Dial)**.
- 2 Press **▲** or **▼** to choose **Search**. Press **OK**.
- 3 Enter **03**.
- 4 Press **▲** or **▼** to choose **Speed Dial**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Search**. Press **OK**.
- 6 Enter **02**.
- 7 Press **Black Start** or **Color Start**. You will dial "555-7000".

To temporarily change a number, you can substitute part of the number with manual dialing using the dial pad. For example, to change the number to 555-7001 you could press **(Speed Dial)**, choose **Search**, press **03** and then press **7001** using the dial pad.

**Note**

If you must wait for another dial tone or signal at any point in the dialing sequence, create a pause in the number by pressing **Redial/Pause**. Each key press adds a 3.5-second delay.

Additional ways to store numbers

Storing Speed Dial numbers from Outgoing Calls

You can also store Speed Dial numbers from the Outgoing Call history.

1 Press **Redial/Pause**.

You can also choose Outgoing Call by pressing  (FAX).

2 Press **▲** or **▼** to choose the name or number you want to store.

Press **OK**.

3 Press **▲** or **▼** to choose

Add to Speed Dial.
Press **OK**.

4 Press **▲** or **▼** to choose the 2-digit

Speed Dial location where you want to store the number.

Press **OK**.

5 Do one of the following:

- Enter the name (up to 16 characters) using the dial pad.

Press **OK**.

(To help you enter letters, see *Entering Text in appendix C in the Basic User's Guide*.)

- To store the number without a name, press **OK**.

6 Press **OK** to confirm the fax or telephone number.

7 Press **▲** or **▼** to choose Complete.

Press **OK**.

8 Press **Stop/Exit**.

Storing Speed Dial numbers from the Caller ID history

If you have the Caller ID subscriber service from your telephone company you can also store Speed Dial numbers from incoming calls in the Caller ID History. (See *Caller ID* on page 15.)

1 Press **Redial/Pause** and press *****.

You can also choose Caller ID hist. by pressing  (FAX).

2 Press **▲** or **▼** to choose the number you want to store.

Press **OK**.

3 Press **▲** or **▼** to choose

Add to Speed Dial.
Press **OK**.

4 Press **▲** or **▼** to choose the 2-digit

Speed Dial location where you want to store the number.

Press **OK**.

5 Do one of the following:

- If you want to store the displayed name, press **OK**.

- Enter the name (up to 16 characters) using the dial pad.

Press **OK**.

(To help you enter letters, see *Entering Text in appendix C in the Basic User's Guide*.)

- To store the number without a name, press **OK**.

6 Press **OK** to confirm the fax or telephone number.

7 Press **▲** or **▼** to choose Complete.

Press **OK**.

8 Press **Stop/Exit**.

Setting up groups for broadcasting

Groups, which can be stored in a Speed Dial location, allow you to send the same fax message to many fax numbers by pressing only  (Speed Dial), Search, OK, the two-digit location and **Black Start**.

First, you'll need to store each fax number in a Speed Dial location. Then you can include them as numbers in the Group. Each Group uses up a Speed Dial location. You can have up to six Groups, or you can assign up to 39 numbers in a large Group.

(See *Broadcasting (Black & White only)* on page 11 and *Storing Speed Dial numbers* in chapter 7 in the *Basic User's Guide*.)

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose **Setup Groups**. Press **OK**.
- 3 Press **▲** or **▼** to choose **GROUP1**, **GROUP2**, **GROUP3**, **GROUP4**, **GROUP5** or **GROUP6** for the Group name where you will store the fax numbers. Press **OK**.
- 4 Press **▲** or **▼** to choose the 2-digit Speed Dial location where you want to store the Group. Press **OK**.
- 5 If you want to change the Group name, press **▲** or **▼** to choose **Change Group Name** and press **OK**. Then enter the new Group name and press **OK**.
- 6 Press **▲** or **▼** to choose **Add Number**. Press **OK**.
- 7 To add numbers to the group, press **▲** or **▼** to choose **Alphabetical Order** or **Numerical Order** and **OK**. Press **▲** or **▼** to select a number and **OK**.

8 Do one of the following:

- To add another number to the group, repeat steps 6 to 7.
- If you are finished adding numbers to the group, press **▲** or **▼** to choose **Complete**. Press **OK**.

9 Do one of the following:

- To store another Group for broadcasting, repeat steps 3 to 8.
- To finish storing Groups for broadcasting, press **Stop/Exit**.



Note

You can print a list of all the Speed Dial numbers. Group numbers will be marked in the GROUP column. (See *Reports* on page 24.)

Changing a Group name

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose Setup Groups. Press **OK**.
- 3 Press **▲** or **▼** to choose the Group name you want to change. Press **OK**.
- 4 Press **▲** or **▼** to choose Change Group Name. Press **OK**.



Note

How to change the stored name or number:

If you want to change a character, press **◀** or **▶** to position the cursor under the character you want to change, and then press **Clear**. Re-enter the character.

- 5 Enter the new name (up to 16 characters) using the dial pad. Press **OK**. (See *Entering Text* in *appendix C* in the *Basic User's Guide*. For example, type NEW CLIENTS.)
- 6 Press **▲** or **▼** to choose Complete. Press **OK**.
- 7 Press **Stop/Exit**.

Deleting a Group

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose Setup Groups. Press **OK**.
- 3 Press **▲** or **▼** to choose the Group you want to delete. Press **OK**.
- 4 Press **▲** or **▼** to choose Delete. Press **OK**. Press **1** to confirm.
- 5 Press **Stop/Exit**.

Deleting a number from a Group

- 1 Press  (Speed Dial).
- 2 Press **▲** or **▼** to choose Setup Groups. Press **OK**.
- 3 Press **▲** or **▼** to choose the Group you want to change. Press **OK**.
- 4 Press **▲** or **▼** to choose the number you want to delete. Press **OK**. Press **1** to confirm.
- 5 Press **▲** or **▼** to choose Complete. Press **OK**.
- 6 Press **Stop/Exit**.

Fax reports

You need to set up the Transmission Verification Report and Journal Period using the **Menu** keys.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. (For details about how to set up the type of report you want, see *Transmission Verification Report* in chapter 4 in the *Basic User's Guide*.)

Fax Journal (activity report)

You can set the machine to print a journal at specific intervals (every 50 faxes, 6, 12 or 24 hours, 2 or 7 days). If you set the interval to **Off**, you can still print the report by following the steps in *How to print a report* on page 24. The factory setting is Every 50 Faxes.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Fax**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Report Setting**.
Press **OK**.
- 4 Press **▲** or **▼** to choose **Journal Period**.
Press **OK**.

- 5 Press **▲** or **▼** to choose an interval.

Press **OK**.

If you choose **Every 50 Faxes**, go to step 8.

- 6, 12, 24 hours, 2 or 7 days

The machine will print the report at the chosen time and then erase all jobs from its memory. If the machine's memory becomes full with 200 jobs before the time you chose has passed, the machine will print the Journal early and then erase all jobs from the memory. If you want an extra report before it is due to print, you can print it without erasing the jobs from the memory.

- **Every 50 Faxes**

The machine will print the Journal when the machine has stored 50 jobs.

- 6 Enter the time to start printing in 24-hour format.

Press **OK**.

(For example: enter 19:45 for 7:45 PM.)



Note

When you set **12h Clock** in the **Date&Time** setting, enter the time in 12-hour format.

- 7 If you choose **Every 7 Days**, the LCD will ask you to choose the first day for the 7-day countdown.

- 8 Press **Stop/Exit**.

Reports

The following reports are available:

■ Transmission

Prints a Transmission Verification Report for your last transmission.

■ Help List

A help list showing how to program your machine.

■ Quick Dial

Lists names and numbers stored in the Speed Dial memory, in alphabetical or numerical order.

■ Fax Journal

Lists information about the last incoming and outgoing faxes.
(TX: Transmit.) (RX: Receive.)

■ User Settings

Lists your settings.

■ Network Config (MFC-J265W, MFC-J270W, MFC-J410W and MFC-J415W only)

Lists your Network settings.

■ WLAN Report (MFC-J265W, MFC-J270W, MFC-J410W and MFC-J415W only)

Prints the result of the WLAN connection.

■ Caller ID hist.

Lists the available Caller ID information about the last 30 received faxes and telephone calls.

How to print a report

1 Press **Menu**.

2 Press **▲** or **▼** to choose **Print Reports**. Press **OK**.

3 Press **▲** or **▼** to choose the report you want. Press **OK**.

4 (Quick Dial only) Press **▲** or **▼** to choose **Alphabetical Order** or **Numerical Order**. Press **OK**.

5 Press **Black Start**.

6 Press **Stop/Exit**.

Copy settings

You can change the copy settings temporarily for the next copy.

These settings are temporary, and the machine returns to its default settings 1 minute after copying, unless you have set the Mode Timer to 30 seconds or less. (See *Mode Timer* on page 5.)

To change a setting, press **COPY** and then press **▲** or **▼** to scroll through the copy settings. When the setting you want is highlighted, press **OK**.

When you are finished choosing settings, press **Black Start** or **Color Start**.



Note

You can save some of the settings that you use most often by setting them as default. These settings will stay until you change them again. (See *Setting your changes as the new default* on page 29.)

Stop copying

To stop copying, press **Stop/Exit**.

Changing copy quality

You can choose from a range of quality. The factory setting is **Normal**.

■ Fast

Fast copy speed and lowest amount of ink used. Use to save time printing documents to be proof-read, large documents or many copies.

■ Normal

Normal is the recommended mode for ordinary printouts. This produces good copy quality with good copy speed.

■ Best

Use Best mode to copy precise images such as photographs. This provides the highest resolution and slowest speed.

- 1 Press  **(COPY)**.
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press **▲** or **▼** to choose **Quality**. Press **OK**.
- 5 Press **▲** or **▼** to choose **Fast**, **Normal** or **Best**. Press **OK**.
- 6 If you do not want to change additional settings, press **Black Start** or **Color Start**.

Enlarging or reducing the copied image

You can choose an enlargement or reduction ratio. If you choose **Fit to Page**, your machine will adjust the size automatically to the paper size you set.

- 1 Press  **(COPY)**.
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press **▲** or **▼** to choose **Enlarge/Reduce**. Press **OK**.
- 5 Press **▲** or **▼** to choose **100%**, **Enlarge**, **Reduce**, **Fit to Page** or **Custom (25–400%)**.
- 6 Do one of the following:
 - If you chose **Enlarge** or **Reduce**, press **OK** and press **▲** or **▼** to choose the enlargement or reduction ratio you want. Press **OK**.
 - If you chose **Custom (25–400%)**, press **OK** and then enter an enlargement or reduction ratio from **25%** to **400%**. Press **OK**.
 - If you chose **100%** or **Fit to Page**, press **OK**. Go to step 7.

198% 4" x 6" → A4
186% 4" x 6" → LTR
104% EXE → LTR
100%
97% LTR → A4
93% A4 → LTR
85% LTR → EXE
(MFC-J220, MFC-J265W and MFC-J270W only) 83%
(MFC-J410W and MFC-J415W only) 83% LGL → A4
(MFC-J220, MFC-J265W and MFC-J270W only) 78%
(MFC-J410W and MFC-J415W only) 78% LGL → LTR
46% LTR → 4" x 6"
Fit to Page
Custom (25–400%)

- 7 If you do not want to change additional settings, press **Black Start** or **Color Start**.



Note

- Page Layout is not available with **Enlarge/Reduce**.
- Page Layout and Sort (MFC-J410W and MFC-J415W only) are not available with **Fit to Page**.
- Fit to Page does not work properly when the document on the scanner glass is skewed more than 3 degrees. Using the document guidelines on the left and top, place your document in the upper left hand corner, with the document face down on the scanner glass.
- Fit to Page is not available when using the ADF.

Making N in 1 copies or a poster (Page Layout)

The N in 1 copy feature can help you save paper by letting you copy two or four pages onto one printed page.

You can also produce a poster. When you use the poster feature your machine divides your document into sections, then enlarges the sections so you can assemble them into a poster. If you want to print a poster, use the scanner glass.

! IMPORTANT

- Make sure the paper size is set to Letter, A4 or EXE.
- Poster copy is not available for Executive size paper.
- You cannot use the Enlarge/Reduce and Stack/Sort (MFC-J410W and MFC-J415W only) settings with the N in 1 and Poster features.
- N in 1 color copies are not available.
- (P) means Portrait and (L) means Landscape.
- You can only make one poster copy at a time.



Note

Sort (MFC-J410W and MFC-J415W only) and Enlarge/Reduce are not available with Page Layout.

- 1 Press  (COPY).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ▲ or ▼ to choose Page Layout. Press OK.

- 5 Press ▲ or ▼ to choose Off(1in1), 2 in 1 (P), 2 in 1 (L), 4 in 1 (P), 4 in 1 (L) or Poster (3x3). Press OK.

- 6 If you do not want to change additional settings, press **Black Start** or **Color Start** to scan the page. If you placed the document in the ADF or are making a poster, the machine scans the pages and starts printing.

If you are using the scanner glass, go to step 7.

- 7 After the machine scans the page, press 1 to scan the next page.

- 8 Place the next page on the scanner glass. Press OK.

- 9 Repeat steps 7 and 8 for each page of the layout.

- 10 After all the pages have been scanned, press 2 to finish.



Note

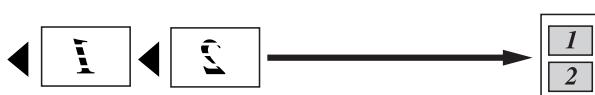
If you have chosen photo paper as the Paper Type for N in 1 copies, the machine will print the images as if plain paper had been chosen.

Place the document face down in the direction shown below:

■ 2 in 1 (P)



■ 2 in 1 (L)



■ 4 in 1 (P)

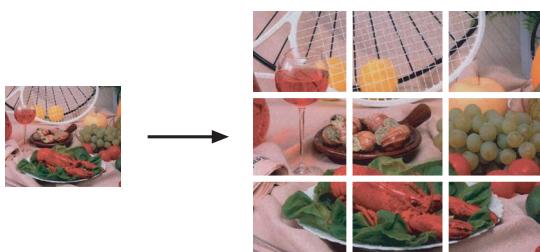


■ 4 in 1 (L)



■ Poster (3 x 3)

You can make a poster size copy of a photograph.



Sorting copies using the ADF (MFC-J410W and MFC-J415W only)

You can sort multiple copies. Pages will be stacked in the order 321, 321, 321, and so on.

- 1 Press (COPY).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ▲ or ▼ to choose Stack/Sort. Press OK.
- 5 Press ▲ or ▼ to choose Sort. Press OK.
- 6 If you do not want to change additional settings, press Black Start or Color Start.



Note

Fit to Page and Page Layout are not available with Sort.

Adjusting Density

You can adjust the copy density to make copies darker or lighter.

- 1 Press (COPY).
- 2 Load your document.
- 3 Enter the number of copies you want.
- 4 Press ▲ or ▼ to choose Density. Press OK.
- 5 Press ▶ to make the copy darker or press ◀ to make the copy lighter. Press OK.
- 6 If you do not want to change additional settings, press Black Start or Color Start.

Setting your changes as the new default

You can save the copy settings for **Quality**, **Enlarge/Reduce**, **Density** and **Page Layout** that you use most often by setting them as the default settings. These settings will stay until you change them again.

- 1 Press  **(COPY)**.
- 2 Press **▲** or **▼** to choose your new setting.
Press **OK**.
Repeat this step for each setting you want to change.
- 3 After changing the last setting, press **▲** or **▼** to choose **Set New Default**.
Press **OK**.
- 4 Press **1** to choose **Yes**.
- 5 Press **Stop/Exit**.

Restoring all settings to the factory settings

You can restore the copy settings **Quality**, **Enlarge/Reduce**, **Density**, and **Page Layout**, that you have changed, to the factory settings.

- 1 Press  **(COPY)**.
- 2 Press **▲** or **▼** to choose **Factory Reset**.
Press **OK**.
- 3 Press **1** to choose **Yes**.
- 4 Press **Stop/Exit**.

PhotoCapture Center® operations

Memory cards folder structures

Your machine is designed to be compatible with modern digital camera image files, memory cards; however, please read the points below to avoid errors:

- The image file extension must be .JPG (other image file extensions like .JPEG, .TIF, .GIF and so on will not be recognized).
- Direct PhotoCapture Center® printing must be performed separately from PhotoCapture Center® operations using the PC. (Simultaneous operation is not available.)
- The machine can read up to 999 files on a memory card.
- The DPOF file on the memory cards must be in a valid DPOF format. (See *DPOF printing* on page 33.)

Please be aware of the following:

- When printing an index or image, the PhotoCapture Center® will print all valid images, even if one or more images have been corrupted. Corrupted images will not be printed.

- (memory card users)

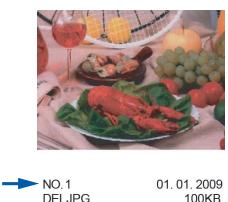
Your machine is designed to read memory cards that have been formatted by a digital camera.

When a digital camera formats a memory card it creates a special folder into which it copies image data. If you need to modify the image data stored on a memory card with your PC, we recommend that you do not modify the folder structure created by the digital camera. When saving new or modified image files to the memory card we also recommend you use the same folder your digital camera uses. If the data is not saved to the same folder, the machine may not be able to read the file or print the image.

Print Images

Print Index (Thumbnails)

The PhotoCapture Center® assigns numbers for images (such as No.1, No.2, No.3, and so on).



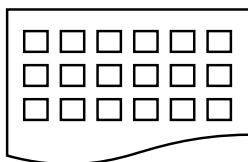
The PhotoCapture Center® does not recognize any other numbers or file names that your digital camera or computer has used to identify the pictures. You can print a thumbnail page. This will show all the pictures on the memory card.



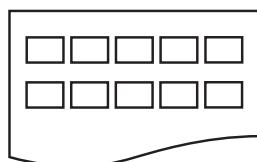
Note

Only file names that are 8 characters or less will be printed correctly on the index sheet.

- 1 Make sure you have put the memory card in the proper slot.
Press  **(PHOTO CAPTURE)**.
- 2 Press **▲** or **▼** to choose **Print Index**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **6 IMGs/Line** or **5 IMGs/Line**.
Press **OK**.



6 IMGs/Line



5 IMGs/Line

Print time for 5 IMGs/Line will be slower than 6 IMGs/Line, but the quality is better.

- 4 Do one of the following:

■ Press **▲** or **▼** to choose **Paper Type**, and press **OK** and press **▲** or **▼** to choose the type of paper you are using, **Plain Paper**, **Inkjet Paper**, **Brother BP71**, **Brother BP61** or **Other Glossy**.

Press **OK**.

■ Press **▲** or **▼** to choose **Paper Size** and press **OK** and press **▲** or **▼** to choose the paper size you are using, **Letter** or **A4**.

Press **OK**.

■ If you do not want to change the paper settings, go to step 5.

- 5 Press **Color Start** to print.

Printing Photos

8

Before you can print an individual image, you have to know the image number.

- 1 Make sure you have put the memory card in the proper slot.
Press  **(PHOTO CAPTURE)**.
- 2 Print the Index. (See *Print Index (Thumbnails)* on page 31.)
- 3 Press **▲** or **▼** to choose **Print Photos**.
Press **OK**.
- 4 Enter the image number that you want to print from the Index page (Thumbnails).
Press **OK**.

- 5 Repeat step 4 until you have entered all the image numbers that you want to print.



Note

- You can enter multiple numbers at one time by using the * key for a comma or the # key for a hyphen. For example, Enter 1, *, 3, *, 6 to print images No.1, No.3 and No.6. Enter 1, #, 5 to print images No.1 to No.5.
- You can enter up to 12 characters (including commas) for the image numbers you want to print.

- 6 After you have chosen all the image numbers, press **OK** again.
- 7 Enter the number of copies you want using the dial pad.
- 8 Do one of the following:
 - Change the print settings. (See *PhotoCapture Center® print settings* on page 33.)
 - If you do not want to change any settings, press **Color Start** to print.

Print All Photos

You can print all the photos on your memory card.

- 1 Make sure you have put the memory card in the proper slot.
Press  (**PHOTO CAPTURE**).
- 2 Press ▲ or ▼ to choose Print All Photos.
Press **OK**.
- 3 Enter the number of copies you want using the dial pad.
- 4 Do one of the following:
 - Change the print settings. (See *PhotoCapture Center® print settings* on page 33.)
 - If you do not want to change any settings, press **Color Start** to print.

DPOF printing

DPOF stands for Digital Print Order Format.

Major digital camera manufacturers (Canon Inc., Eastman Kodak Company, FUJIFILM Corporation, Panasonic Corporation and Sony Corporation) created this standard to make it easier to print images from a digital camera.

If your digital camera supports DPOF printing, you will be able to choose on the digital camera display the images and number of copies you want to print.

When a memory card (Memory Stick[™], Memory Stick PRO[™], Memory Stick Duo[™], Memory Stick PRO Duo[™], SD or SDHC) containing DPOF information is put into your machine, you can print the chosen image easily.

- 1 Make sure you have put the memory card in the proper slot.
Press  **(PHOTO CAPTURE)**. The machine will ask you if you want to use DPOF settings.
- 2 Press **1** to choose **Yes**.
- 3 Do one of the following:
 - Change the print settings. (See *PhotoCapture Center[®] print settings* on page 33.)
 - If you do not want to change any settings, press **Color Start** to print.



Note

An Invalid DPOF File error can occur if the print order that was created on the camera has been corrupted. Delete and recreate the print order using your camera to correct this problem. For instructions on how to delete or recreate the print order, refer to your camera manufacturer's support Web site or accompanying documentation.

PhotoCapture Center[®] print settings

You can change the print settings temporarily for the next printing.

These settings are temporary, and the machine returns to its default settings 3 minutes after printing, unless you have set the Mode Timer to 2 minutes or less. (See *Mode Timer* on page 5.)



Note

You can save the print settings you use most often by setting them as the default. (See *Setting your changes as the new default* on page 36.)



1 No. of prints

(For View Photo(s))

You can see the total number of photos that will be printed.

(For Print All Photos, Print Photos)

You can see the number of copies of each photo that will be printed.

(For DPOF printing) This does not appear.

Print Quality

- 1 Press **▲** or **▼** to choose Print Quality. Press **OK**.
- 2 Press **▲** or **▼** to choose Normal or Photo. Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Paper options

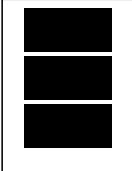
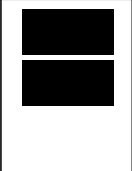
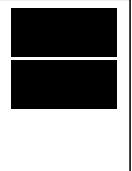
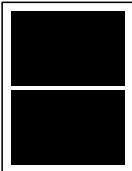
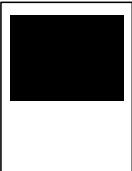
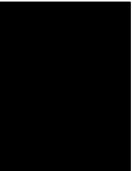
Paper Type

- 1 Press **▲** or **▼** to choose Paper Type. Press **OK**.
- 2 Press **▲** or **▼** to choose the paper type you are using, Plain Paper, Inkjet Paper, Brother BP71, Brother BP61 or Other Glossy. Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Paper and print size

- 1 Press **▲** or **▼** to choose Paper Size. Press **OK**.
- 2 Press **▲** or **▼** to choose the paper size you are using, 4" x 6", 5" x 7", Letter or A4. Press **OK**.
- 3 If you chose Letter or A4, press **▲** or **▼** to choose the Print Size. Press **OK**.

Example: Printed position for Letter paper

1 3" x 4"	2 3.5" x 5"	3 4" x 6"
		
4 5" x 7"	5 6" x 8"	6 Max. Size
		

- 4 If you do not want to change additional settings, press **Color Start** to print.

Adjusting Brightness, Contrast and Color

Brightness

- 1 Press ▲ or ▼ to choose Brightness. Press **OK**.
- 2 Press ▲ to make a darker print or press ▼ to make a lighter print. Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Contrast

You can choose the contrast setting. Increasing the contrast will make an image look sharper and more vivid.

- 1 Press ▲ or ▼ to choose Contrast. Press **OK**.
- 2 Press ▶ to increase the contrast or press ▲ to decrease the contrast. Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

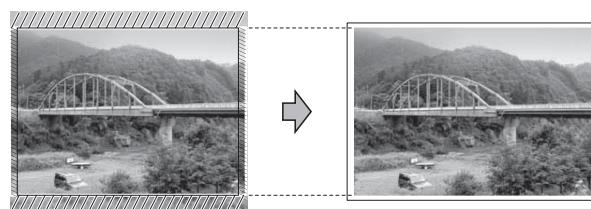
Cropping

If your photo is too long or wide to fit the available space on your chosen layout, part of the image will automatically be cropped.

The factory setting is **On**. If you want to print the whole image, turn this setting to **Off**. When you set **Cropping** to **Off**, also set **Borderless** to **Off**. (See **Borderless printing** on page 36.)

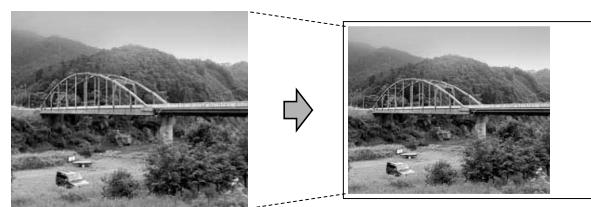
- 1 Press ▲ or ▼ to choose **Cropping**. Press **OK**.
- 2 Press ▲ or ▼ to choose **Off** (or **On**). Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Cropping: On



8

Cropping: Off



Borderless printing

This feature expands the printable area to the edges of the paper. Printing time will be slightly slower.

- 1 Press **▲** or **▼** to choose **Borderless**. Press **OK**.
- 2 Press **▲** or **▼** to choose **Off** (or **On**). Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Print Date

You can print the date if it is already in the data on your photo. The date will be printed on the lower right corner. If the data doesn't have the date information, you cannot use this function.

- 1 Press **▲** or **▼** to choose **Print Date**. Press **OK**.
- 2 Press **▲** or **▼** to choose **On** (or **Off**). Press **OK**.
- 3 If you do not want to change additional settings, press **Color Start** to print.

Setting your changes as the new default

You can save the print settings you use most often by setting them as the default settings. These settings will stay until you change them again.

- 1 Press **▲** or **▼** to choose your new setting. Press **OK**. Repeat this step for each setting you want to change.
- 2 After changing the last setting, press **▲** or **▼** to choose **Set New Default**. Press **OK**.
- 3 Press **1** to choose **Yes**.
- 4 Press **Stop/Exit**.

Restoring all settings to the factory settings

You can restore the PhotoCapture settings Print Quality, Paper Type, Paper Size, Brightness, Contrast, Cropping, Borderless, and Print Date, that you have changed, to the factory settings.

- 1 Press **▲** or **▼** to choose **Factory Reset**. Press **OK**.
- 2 Press **1** to choose **Yes**.
- 3 Press **Stop/Exit**.

Scan to a memory card

How to set a new default

You can save the Scan to Media settings (Quality and File Type) you use most often by setting them as the default settings. These settings will stay until you change them again.

- 1 Press  (SCAN).
- 2 Press ▲ or ▼ to choose Scan to Media. Press OK.
- 3 Press ▲ or ▼ to choose Set New Default. Press OK and 1 to choose Yes.
- 4 Press Stop/Exit.

How to reset to the factory settings

You can restore all the Scan to Media settings (Quality and File Type), that you have changed, to the factory settings.

- 1 Press  (SCAN).
- 2 Press ▲ or ▼ to choose Scan to Media. Press OK.
- 3 Press ▲ or ▼ to choose Factory Reset. Press OK and 1 to choose Yes.
- 4 Press Stop/Exit.

A

Routine maintenance

Cleaning and checking the machine

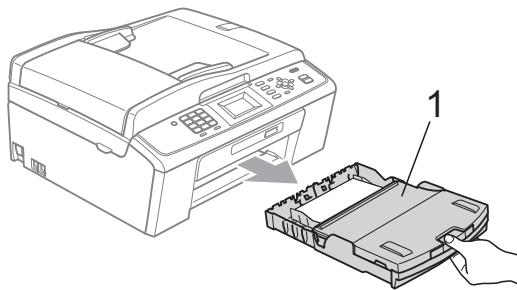
Cleaning the outside of the machine

! IMPORTANT

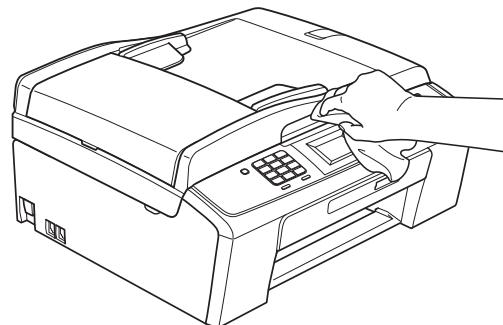
- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the outside surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

Clean the outside of the machine as follows:

- 1 Pull the paper tray (1) completely out of the machine.

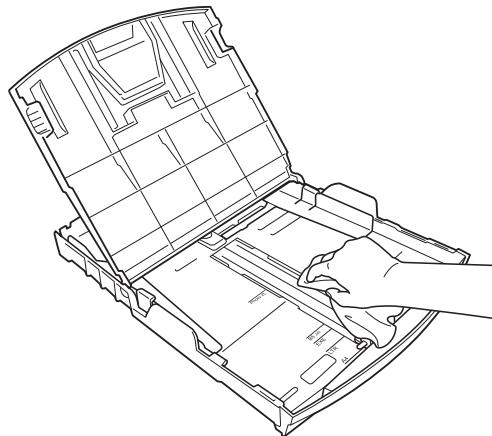


- 2 Wipe the outside of the machine with a dry, lint-free soft cloth to remove dust.



- 3 Lift the output paper tray cover and remove anything that is stuck inside the paper tray.

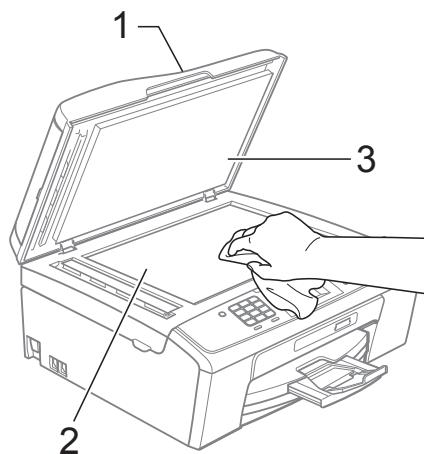
- 4 Wipe the inside and outside of the paper tray with a dry, lint-free soft cloth to remove dust.



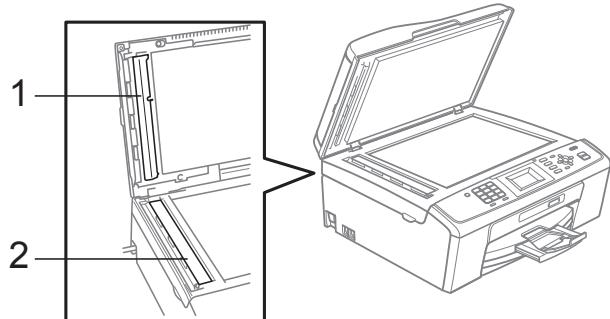
- 5 Close the output paper tray cover and put the output paper tray firmly back in the machine.

Cleaning the scanner

- 1 Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



- 2 (MFC-J410W and MFC-J415W only) In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.



Note

In addition to cleaning the scanner glass and glass strip with a non-flammable glass cleaner, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.



When there is a spot of dirt or correction fluid on the glass strip the printed sample shows a vertical line.



After the glass strip is cleaned the vertical line is gone.

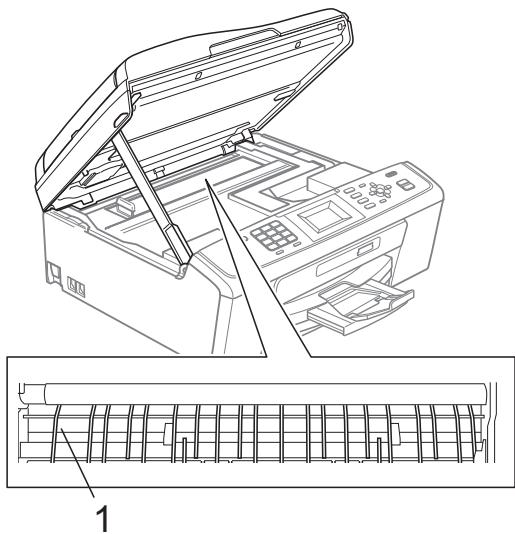
A

Cleaning the machine's printer platen

⚠ CAUTION

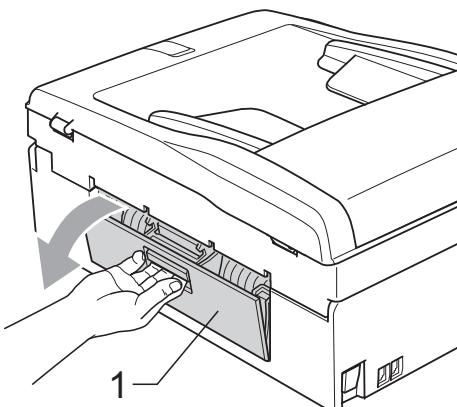
Be sure to unplug the machine from the AC power outlet before cleaning the printer platen to avoid electrical shock.

- 1 Lift the scanner cover until it locks securely in the open position.
- 2 Clean the machine's printer platen (1) and the area around it, wiping off any scattered ink with a *dry*, soft lint-free cloth.

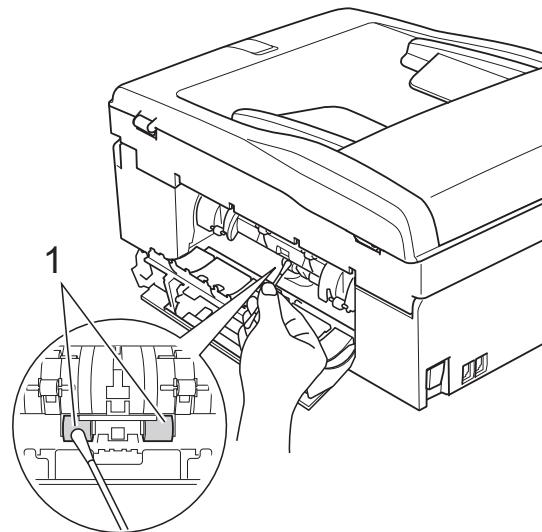


Cleaning the paper pick-up rollers

- 1 Pull the paper tray completely out of the machine.
- 2 Unplug the machine from the AC power outlet and open the Jam Clear Cover (1) at the back of the machine.



- 3 Clean the Paper Pick-up Rollers (1) with isopropyl alcohol on a cotton swab.



- 4 Close the Jam Clear Cover. Make sure the cover is closed properly.
- 5 Put the paper tray firmly back in the machine.
- 6 Re-connect the power cord.

Cleaning the print head

To maintain good print quality, the machine will automatically clean the print head when needed. You can start the cleaning process manually if there is a print quality problem.

Clean the print head and ink cartridges if you get a horizontal line in the text or graphics or blank text on your printed pages. You can clean Black only, three colors at a time (Cyan/Yellow/Magenta), or all four colors at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

! IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Ink**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Cleaning**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Black**, **Color** or **All**. Press **OK**.
The machine cleans the print head. When cleaning is finished, the machine will go back to the Ready Screen automatically.



Note

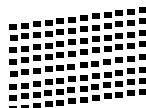
If you clean the print head at least five times and the print has not improved, try installing a new Genuine Brother Brand replacement ink cartridge for each problem color. Try cleaning the print head again up to five more times. If the print has not improved call Brother Customer Service. (See *Brother numbers* on page i in the *Basic User's Guide*.)

Checking the print quality

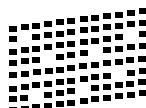
If faded or streaked colors and text appear on your output, some of the nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Ink**. Press **OK**.
- 3 Press **▲** or **▼** to choose **Test Print**. Press **OK**.
- 4 Press **▲** or **▼** to choose **Print Quality**. Press **OK**.
- 5 Press **Color Start**.
The machine begins printing the Print Quality Check Sheet.
- 6 Check the quality of the four color blocks on the sheet.
- 7 The LCD asks you if the print quality is **OK**.
Do one of the following:
 - If all lines are clear and visible, press **1 (Yes)** to finish the Print Quality check and go to step 11.
 - If you can see missing short lines as shown below, press **2** to choose **No**.

OK



Poor



- 8 The LCD asks you if the print quality is **OK** for black and three colors. Press **1 (Yes)** or **2 (No)**.
- 9 The LCD asks you if you want to start cleaning. Press **1 (Yes)**.
The machine starts cleaning the print head.

A

- 10 After cleaning is finished, press **Color Start**.

The machine starts printing the Print Quality Check Sheet again. Return to step 6.

- 11 Press **Stop/Exit**.

If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged color.

After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call Brother Customer Service. (See *Brother numbers* on page i in the *Basic User's Guide*.)

! IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

Note



When a print head nozzle is clogged the printed sample looks like this.



After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the print alignment

You may need to adjust the print alignment after transporting the machine if your printed text becomes blurred or images become faded.

- 1 Press **Menu**.

- 2 Press **▲** or **▼** to choose **Ink**. Press **OK**.

- 3 Press **▲** or **▼** to choose **Test Print**. Press **OK**.

- 4 Press **▲** or **▼** to choose **Alignment**. Press **OK**.

- 5 Press **Black Start** or **Color Start**. The machine starts printing the Alignment Check Sheet.

- 6 Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.

- 7 Do one of the following:

- If the number 5 samples of both the 600 dpi and 1200 dpi test prints are the best matches, press **1 (Yes)** to finish the Alignment Check and go to step 10.

- If another test print number is a better match for either 600 dpi or 1200 dpi, press **2 (No)** to choose it.

- 8 For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

- 9 For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

- 10 Press **Stop/Exit**.

Checking the ink volume

Although an ink volume icon appears on the LCD, you can use the **Menu** key to see a large graph showing the ink that is left in each cartridge.

- 1 Press **Menu**.
- 2 Press **▲** or **▼** to choose **Ink**.
Press **OK**.
- 3 Press **▲** or **▼** to choose **Ink Volume**.
Press **OK**.
The LCD shows the ink volume.
- 4 Press **Stop/Exit**.



Note

You can check the ink volume from your computer. (See *Printing for Windows®* or *Printing and Faxing for Macintosh* in the *Software User's Guide*.)

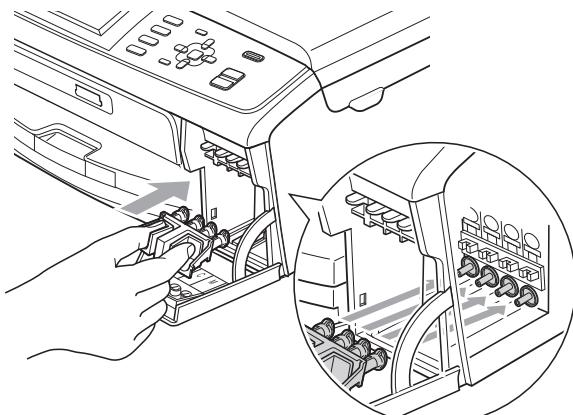
Packing and shipping the machine

When you transport the machine, use the packing materials that came with your machine. If you do not pack the machine properly, any damage that may occur in transit may not be covered by your warranty.

! IMPORTANT

It is important to allow the machine to “park” the print head after a print job. Listen carefully to the machine before unplugging it to make sure that all mechanical noise has stopped. Not allowing the machine to finish this parking process may lead to print problems and possible damage to the print head.

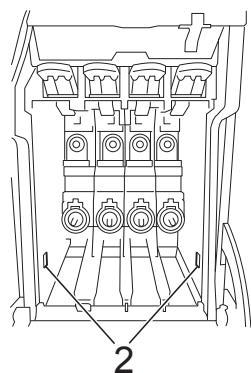
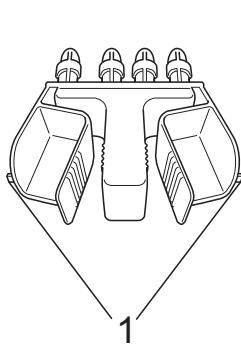
- 1 Open the ink cartridge cover.
- 2 Press the ink release levels to release the ink cartridges and then take out the ink cartridges. (See *Replacing the ink cartridges* in appendix A in the *Basic User's Guide*.)
- 3 Install the green protective part and then close the ink cartridge cover.



A

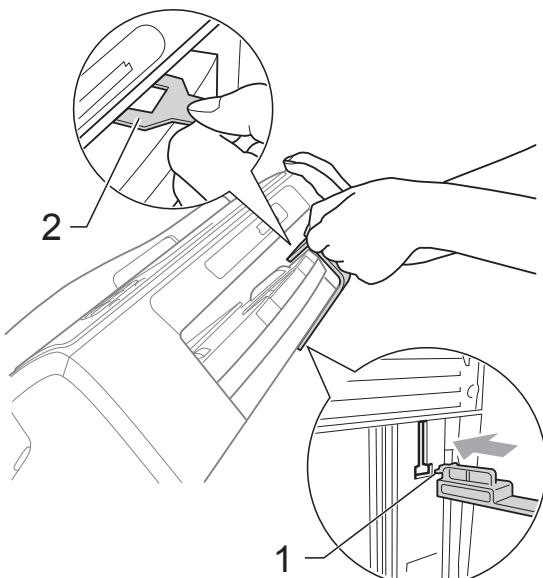
! IMPORTANT

- Make sure that the plastic tabs on both sides of the green protective part (1) have securely clicked into place (2).



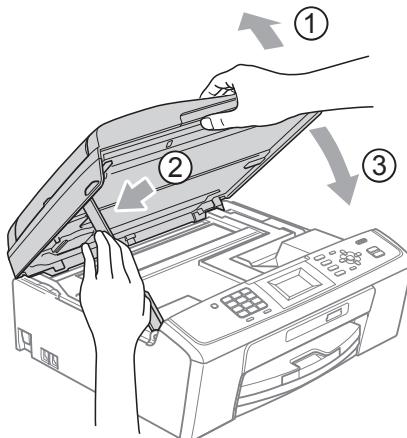
- If you are not able to find the green protective part, DO NOT remove the ink cartridges before shipping. It is essential that the machine be shipped with either the green protective part or the ink cartridges in position. Shipping without them will cause damage to your machine and may void your warranty.

- 4 Lift the machine from the front and hook the tab of the green protective part into the keyed opening (1) on the bottom of the paper tray. Then latch the protective part over the raised portion of the paper tray (2).

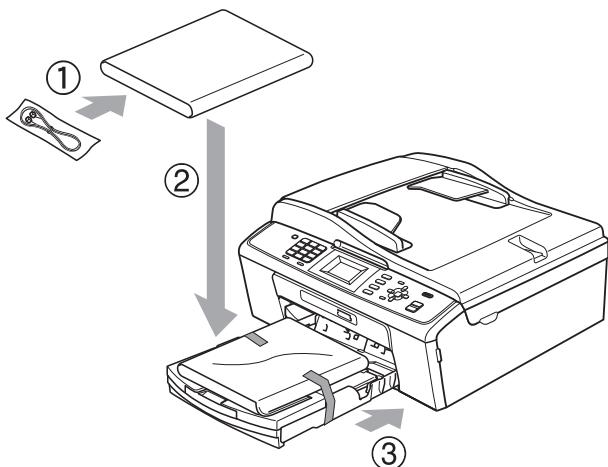


- 5 Unplug the machine from the telephone wall jack and take the telephone line cord out of the machine.
- 6 Unplug the machine from the AC power outlet.
- 7 Using both hands, use the plastic tabs on both sides of the machine to lift the scanner cover until it locks securely into the open position. Then unplug the interface cable from the machine, if it is connected.

- 8 Lift the scanner cover (①) to release the lock. Gently push the scanner cover support down (②) and close the scanner cover (③) using both hands.



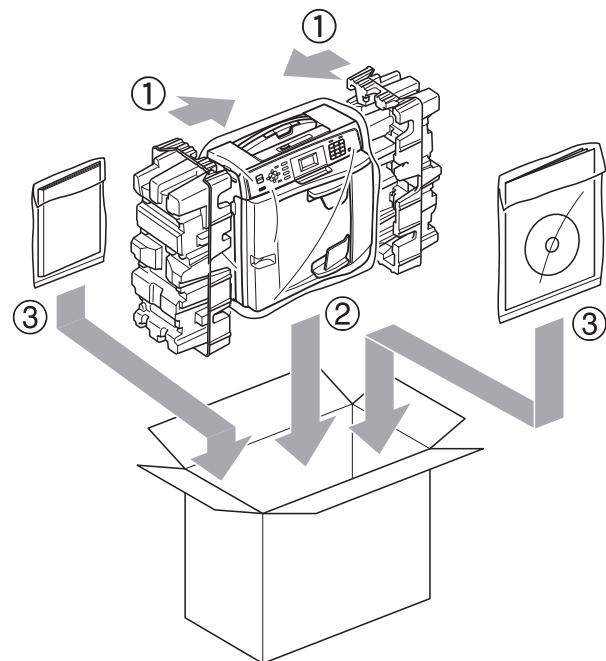
- 9 Wrap the machine in the bag.



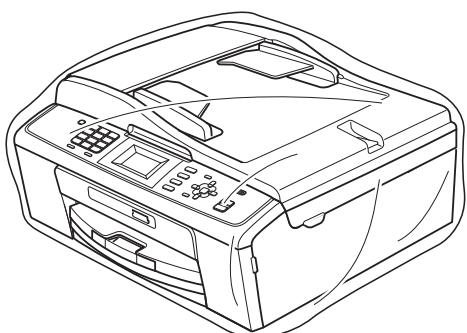
- 10 Pack the machine and the printed materials in the original carton with the original packing material as shown below. Do not pack the used ink cartridges in the carton.

 **Note**

If you are returning your machine to Brother as part of the Exchange Service, pack *only* the machine. Keep all separate parts and printed materials to use with your "Exchange" machine.



- 11 Close the carton and tape it shut.



B

Glossary

This is a comprehensive list of features and terms that appear in Brother manuals. Availability of these features depends on the model you purchased.

ADF (automatic document feeder)

The document can be placed in the ADF and scanned one page at a time automatically.

Auto Reduction

Reduces the size of incoming faxes.

Automatic Redial

A feature that enables your machine to redial the last fax number after five minutes if the fax did not go through because the line was busy.

Beeper Volume

Volume setting for the beep when you press a key or make an error.

Brightness

Changing the Brightness makes the whole image lighter or darker.

Broadcasting

The ability to send the same fax message to more than one location.

Caller ID

A service purchased from the telephone company that lets you see the number (or name) of the party calling you.

CNG tones

The special tones (beeps) sent by fax machines during automatic transmission to tell the receiving machine that a fax machine is calling.

Coding method

Method of coding the information contained in the document. All fax machines must use a minimum standard of Modified Huffman (MH). Your machine is capable of greater compression methods, Modified Read (MR), Modified Modified Read (MMR) and JPEG, if the receiving machine has the same capability.

Communication error (Comm. Error)

An error during fax sending or receiving, usually caused by line noise or static.

Compatibility group

The ability of one fax unit to communicate with another. Compatibility is assured between ITU-T Groups.

Contrast

Setting to compensate for dark or light documents, by making faxes or copies of dark documents lighter and light documents darker.

Distinctive Ring

A subscriber service purchased from the telephone company that gives you another telephone number on an existing telephone line. The Brother machine uses the new number to simulate a dedicated fax line.

Density

Changing the Density makes the whole image lighter or darker.

Dual Access

Your machine can scan outgoing faxes or scheduled jobs into memory at the same time it is sending a fax from memory or receiving or printing an incoming fax.

Easy Receive

Enables your machine to respond to CNG tones if you interrupt a fax call by answering it.

ECM (Error Correction Mode)

Detects errors during fax transmission and resends the pages of the fax that had an error.

Extension telephone

A telephone using the same line as your fax but plugged into a separate wall jack.

External telephone

A telephone that is plugged into the EXT. jack of your machine.

F/T Ring Time

The length of time that the Brother machine rings (when the Receive Mode setting is Fax/Tel) to notify you to pick up a voice call that it answered.

Fax Journal

Lists information about the last 200 incoming and outgoing faxes. TX means Transmit. RX means Receive.

Fax Receive Code

Press this code (* 5 1) when you answer a fax call on an extension or external telephone.

Fax tones

The signals sent by sending and receiving fax machines while communicating information.

Fax/Tel

You can receive faxes and telephone calls. Do not use this mode if you are using a telephone answering device (TAD).

Fine resolution

Resolution is 203 × 196 dpi. It is used for small print and graphs.

Gray Scale

The shades of gray available for copying, scanning and faxing photographs.

Group number

A combination of Speed Dial numbers that are stored in a Speed Dial location for Broadcasting.

Help list

A printout of the complete Menu table that you can use to program your machine when you do not have the Basic User's Guide with you.

Innobella™

Innobella™ is a range of genuine consumables offered by Brother. For best quality results Brother recommends Innobella™ Ink and Paper.

Journal Period

The pre-programmed time period between automatically printed Fax Journal Reports. You can print the Fax Journal on demand without interrupting the cycle.

LCD (Liquid Crystal Display)

The LCD screen on the machine that shows interactive messages during On-Screen Programming and shows the date and time when the machine is idle.

Manual fax

You can lift the handset of the external telephone or you can press **Hook** to hear the receiving fax machine answer before you press **Black Start** or **Color Start** to begin sending.

Menu mode

Programming mode for changing your machine's settings.

OCR (optical character recognition)

ScanSoft™ PaperPort™11SE with OCR or Presto! PageManager software application converts an image of text to text you can edit.

Overseas Mode

Makes temporary changes to the fax tones to accommodate noise and static on overseas telephone lines.

Pause

Allows you to place a 3.5 second delay in the dialing sequence while you are dialing using the dial pad or while you are storing Speed Dial numbers. Press **Redial/Pause** as many times as needed for longer pauses.

PhotoCapture Center®

Allows you to print digital photos from your digital camera at high resolution for photo quality printing.

Photo resolution (B&W only)

A resolution setting that uses varying shades of gray for the best representation of photographs.

Pulse (Canada only)

A form of rotary dialing on a telephone line.

Quick Dial List

A listing of names and numbers stored in Speed Dial memory, in numerical order.

Real Time Transmission

When memory is full, you can send faxes in real time.

Remaining jobs

You can check which jobs are waiting in memory and cancel jobs individually.

Resolution

The number of vertical and horizontal lines per inch. See: Standard, Fine, Super Fine and Photo.

Ring Delay

The number of rings before the machine answers in Fax Only and Fax/Tel modes.

Ring Volume

Volume setting for the machine's ring.

Scanning

The process of sending an electronic image of a paper document into your computer.

Scan to Media

You can scan a black & white or color document into a memory card. Black & white images can be in TIFF or PDF file format and color images can be in PDF or JPEG file format.

Search

An electronic, numerical or alphabetical listing of stored Speed Dial and Group numbers.

Speed Dial

A pre-programmed number for easy dialing. You must press  (Speed Dial), the two digit code, and **Black Start** or **Color Start** to start the dialing process.

Standard resolution

203 x 97 dpi. It is used for regular size text and quickest transmission.

Station ID

The stored information that appears on the top of faxed pages. It includes the sender's name and fax number.

Super Fine resolution (B&W)

392 x 203 dpi. Best for very small print and line art.

TAD (telephone answering device)

You can connect an external telephone answering device or answering machine to the EXT. jack of your machine.

Telephone Answer Code (For Fax/Tel mode only)

When the machine answers a voice call, it pseudo/double-rings. You can pick up at an extension telephone by pressing this code (# 5 1).

Temporary settings

You can choose certain options for each fax transmission and copy without changing the default settings.

Tone

A form of dialing on the telephone line used for touch-tone telephones.

Transmission

The process of sending faxes over the phone lines from your machine to the receiving fax machine.

Transmission Verification Report

A listing for the last fax sent, that shows its date, time and number.

User Settings

A printed report that shows the current settings of the machine.

WLAN Report

A printed report that shows the result of the WLAN Connection.

C

Index

A

Access codes, storing and dialing 19
Apple Macintosh
 See Software User's Guide.

B

Broadcasting 11
 setting up Groups for 21

C

Caller ID 15
 Caller ID history 18
 Caller ID History report 24
 Setting up your area code 16
Canceling
 jobs awaiting redial 13
Cleaning
 paper pick-up roller 40
 print head 41
 printer platen 40
 scanner 39

Connecting
 two-line external TAD or telephone 17

ControlCenter
 See Software User's Guide.

Copy
 density 28
 enlarge/reduce 26
 page layout (N in 1) 27
 quality 25
 return to factory settings 29
 set new default 29
 sort (ADF only) 28
 using ADF 28

D

Dialing
 access codes and credit card
 numbers 19
 Caller ID history 18
 Groups 11
 Outgoing Call 18
Dual Access 10

F

Fax, from PC
 See Software User's Guide.

Fax, stand-alone
 receiving
 at end of conversation 14
 into the memory 14
 out of paper reception 14
 reducing to fit on paper 14
 sending 8
 at end of conversation 10
 Broadcasting 11
 canceling from memory 13
 contrast 8
 from memory (Dual Access) 10
 manual 10
 overseas 12
 Real Time Transmission 12
 Resolution 9
 return to factory setting 9
 set new default 9

G

Groups for Broadcasting 21

I

Ink cartridges
 checking ink volume 43

J

Jacks
 Convert to RJ11 jack triplex adapter 17
 EXT
 TAD 17

L

LCD (Liquid Crystal Display)
 Brightness 4
 Contrast 4
 Dim Timer 4
 Help List 24

M

Macintosh	
See Software User's Guide.	
Manual	
transmission	10
Memory Storage	1
Mode, entering	
Timer	5

N

Network	
Printing	
See Network User's Guide.	
Scanning	
See Software User's Guide.	

O

Out of Area (Caller ID)	15
-------------------------	----

P

Packing and shipping the machine	43
PaperPort™ 11SE with OCR	
See Software User's Guide. See also Help in the PaperPort™ 11SE application.	
PhotoCapture Center®	
DPOF printing	33
from PC	
See Software User's Guide.	
Print settings	
Borderless	36
Brightness	35
Contrast	35
Cropping	35
Paper type & size	34
Print Date	36
Quality	33, 34
Return to factory setting	36
Set new default	36
Printing	
all photos	32
index	31
photos	31
Scan to Media	
memory card	37
Power failure	1

Presto! PageManager

See Software User's Guide. See also Help in the Presto! PageManager application.

Print

checking alignment	42
checking quality	41
report	24

Printing

See Software User's Guide.

Q

Quick Dial

Access codes and credit card numbers	19
Broadcasting	11
using Groups	11
Group dial	
changing	22
setting up Groups for Broadcasting	21
Speed Dial	
setting up from Caller ID history	20
setting up from outgoing calls	20

R

Reducing

copies	26
incoming faxes	14

Remote Setup

See Software User's Guide.

Reports	23
Caller ID History Report	24
Fax Journal	24
Journal Period	23
Help List	24
how to print	24
Network Configuration	24
Quick Dial List	24
Transmission Verification	23, 24
User Settings	24

Resolution

setting for next fax	9
----------------------	---

C

S

Scanning	
See Software User's Guide.	
Shipping the machine	43
Sleep Mode	3
Speed Dial	
storing	20

T

TAD (telephone answering device),	
external	17
with two-line jack	17
Telephone line	
roll over lines	16
two-line telephone system	16
Troubleshooting	
checking ink volume	43
Two-line telephone system	16
TX Lock	
turning on/off	7

V

Volume, setting	
beeper	2
ring	1
speaker	2

W

Windows®	
See Software User's Guide.	
Wireless Network	
See Quick Setup Guide and Network User's Guide.	

Brother International Corporation
100 Somerset Corporate Boulevard
P.O. Box 6911
Bridgewater, NJ 08807-0911 USA

Brother International Corporation (Canada) Ltd.
1 rue Hôtel de Ville,
Dollard-des-Ormeaux, QC, Canada H9B 3H6

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